

# Family and Children Services Policy & Procedure Manual

Corangamite Shire  
2024

Mandatory Policies Reg. 168  
incorporating Victorian Children' Services Reg. 2020  
and Family Day Care specific Reg. 169



**CORANGAMITE  
SHIRE**

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## Acknowledgement of Country

Corangamite Shire Council acknowledges and pays our respects to the Eastern Maar and Wadawurrung peoples, as the Traditional Owners of the Lands on which we work, live and play. We also acknowledge their Elders, past and present, and recognise their ongoing cultural, spiritual, and educational practices.

## Introduction

Corangamite Shire is committed to supporting the health, resilience and wellbeing of families and children across the municipality. Council provides a range of early childhood services encompassing Maternal and Child Health, Family Day Care, Kindergartens in seven townships and Mobile Childcare in all corners of our municipality.

The Corangamite Shire Council Plan [2021-2025](#) and Municipal Public Health and Wellbeing Plan [2021-2025](#), orientates services and supports to achieve a connected and thriving community. These services are underpinned by organisational and practice values of teamwork, integrity, respect; and delivery of services that are accessible for all abilities, culturally secure, agile, and relevant to our families.

To that end, the Community Services Department shares key principals that underpin its approach to community. Equity of access, continuous client centred improvements in all we do, cultural security and fair and ethical decision making that delivers value for our community. Our staff and contractors are expected to uphold the highest of ethics and care in all aspects of service to community. The following policy framework provides practice guidance in our family and children's services portfolio and are mandatory in application.

## Commitment to Child Safety

Corangamite Family and Children Services is committed to implementing the 11 Child Safe Standards throughout all aspects of its engagement with children and young people in the community.

Corangamite Shire Council is committed to the safety, participation, and empowerment of all children. Reducing and removing the risk of child abuse is at the centre of our decision-making concerning children in our organisation. Council as a Child Safe organisation has zero tolerance for child abuse.

- Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives.
- All disclosed, observed, or suspected instances of child abuse and/or neglect must be reported.

## **Protection of Personal Information**

From October 1, 2023, in relation to enrolment and other documentation held by the approved provider, written consent must be obtained every time before any personal information can be disclosed to any other person. Court orders must be considered prior to disclosing any information.

## **Scope**

These policies apply to the Approved Provider, Persons with Management or Control, Nominated Supervisor, Persons in day-to-day Charge, staff, trainees, contractors, volunteers, students on placement, parents/guardians, children, and others attending the programs and activities of Corangamite Shire Family and Children Services, including during offsite excursions and activities.

Adults making decisions that affect children must ensure children have the opportunity to say what they think should happen and have their opinions taken in to account. This should be embedded in practice and involve sustained engagement over time. Each child's agency is promoted enabling them to make choices and decisions that influence events and their world. Trusting that children are competent decision makers can support children's agency/voice across all the seven-quality areas of the NQS,

## **Feedback**

These policies are reviewed regularly and Corangamite Shire Council welcome feedback from families, community members, staff, and contractors at all times. If you have any feedback to provide on any of the following policies please contact a Family and Children's Services team member on 55937100 or submit your feedback through the website <https://www.corangamite.vic.gov.au/Contact/Feedback>

## **General Definitions**

### **Act**

Where 'Act' is referred to it is taken to be Education and Care Services National Law Act [2010](#).

### **Vic Act**

Where 'Vic Act' is referred to it is taken to be *Victorian Children's Services Act 1996*

### Adequate supervision

Entails all children (individuals and groups) in all areas of the service, being in sight and/or hearing of an educator at all times including during toileting, sleep, rest, and transition routines. Services are required to always comply with the legislative requirements for educator-to-child ratios. Supervision contributes to protecting children from hazards that may emerge in play, including hazards created by the equipment used.

Adequate supervision refers to constant, active, and diligent supervision of every child at the service. Adequate supervision requires that educators are always in a position to respond to individual needs and immediately intervene if necessary. Variables affecting supervision levels include:

- number, age, and abilities of children
- number and positioning of educators
- current activity of each child
- areas in which the children are engaged in an activity (visibility and accessibility)
- developmental profile of each child and of the group of children
- experience, knowledge, and skill of each educator
- need for educators to move between areas (effective communication approaches).

### Approved Provider

Means a person or organisation who holds a provider approval, which in relation to these policies is Corangamite Shire Council. Provider Approval number PR00001442.

### Duty of care

A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

### National Authority

Means the Australian Children's Education and Care Quality Authority (ACECQA)

### National Quality Framework (NQF)

Is the national education and care services quality framework which means—

- (a) this Law; and
- (b) the national regulations; and
- (c) the National Quality Standard; and
- (d) the prescribed rating system

## NQS

National Quality Standards.

## National Regulations

Regulations made under the Education and Care Services National Law Act [2010](#)

## Nominated Supervisor

A person who has been nominated by the Approved Provider of the service under Part 3 of the Act and who has consented to that nomination in writing can be the Nominated Supervisor. All services must have a Nominated Supervisor(s) with responsibility for the service in accordance with the National Regulations (Section 5 and 161).

## Person in Day-to-Day Charge

A person who is placed in day-to-day charge of an education and care service by an Approved Provider or a Nominated Supervisor; and who has consented to the placement in writing (Regulation 117A).

## Person with Management or Control

Persons with management or control of a service (PMCs) are the persons within or outside the approved provider managing the delivery of the provider's service(s) or who have significant influence over the activities or delivery of the service.

## Regulation or Reg

Where either of these terms are referred to it is taken to be Education and Care Services National Regulations [2011](#). Victorian Children's Services Regulations [2020](#) are referred to as 'Vic Reg'.

## Regulatory Authority

For the Policy Statements of the definition of Regulatory Authority in section 5 of the Education and Care Services National Law (Victoria), the Secretary of the Department of Education (Victoria), is declared to be the Regulatory Authority for this jurisdiction for the Policy Statements of that Law.

Regulatory authorities administer the National Quality Framework (NQF) in each state and territory, usually as part of that state or territory's education department or agency.

## Responsible Person

Centre-based services must have a Responsible Person present at all times that the service is delivering education and care. The responsible person is the Person in day-to-day Charge at the service and can be one of the following:

- the Approved Provider if the Approved Provider is an individual

or in any other case:

- a Person with Management or Control of an education and care service operated by the Approved Provider
- the Nominated Supervisor of the Service
- a Person placed in day-to-day Charge of the service.

## Serious Incident

- Any incident involving serious injury or trauma to a child which a reasonable person would consider required urgent medical attention from a registered medical practitioner or attended or ought reasonably to have attended a hospital.
- An incident involving the serious illness for which the child attended a hospital.
- A circumstance where a child appears to be missing or cannot be accounted for
- A circumstance where a child appears to have been taken or removed from the service premises in a manner that contravenes the National Regulation
- A circumstance where a child is mistakenly locked in or locked out of the service premises or any part of the premises.
- The death of a child
- An emergency for which emergency services attended.
- An incident that requires the approved provider to close, or reduce the number of children attending, the service for a period.
- A circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service.
- The attendance at the service of any additional child or children being educated and cared for in an emergency in the circumstances set out in regulation 123(5)
- An incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring at the service.
- Allegations that physical or sexual abuse of a child or children has occurred or is occurring at the service (other than an allegation raised as a formal complaint)

Vic Reg

Victorian Children's Services Regulations [2020](#).

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## Administration of First Aid – Incident, Injury, Trauma, Illness, and Infectious Disease

### Introduction

First aid can save lives and prevent minor injuries or illnesses from becoming major ones. The capacity to provide prompt basic first aid is important in the context of an early childhood service. Effective management of infectious disease is especially significant in early childhood settings where the age of the children impacts their own immune system and ability to maintain health environments.

Legislation that governs the operation of approved Early Childhood Education and Care Services is based on the health, safety, and welfare of children, and requires that children are protected from hazards and harm.

### Policy Statement

Corangamite Shire Council is committed to:

- providing an environment that promotes health, safety and wellbeing for all children, educators, staff, and others attending the service.
- ensuring that the service has the capacity to deliver current approved first aid, as required.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Acceptable immunisation documentation

Documentation as defined by the [Department of Health Victoria](#) for early childhood education and care services as acceptable evidence that a child is fully vaccinated for their age or is on a recognised catch-up schedule if their child has fallen behind their vaccinations; or has a medical reason not to be vaccinated; or has been assessed as being eligible for a 16 week support/grace period.

#### Approved first aid qualification.

Has been approved by the National Authority in accordance with Division 7 Part 4.4 of the national regulations. A list of approved first aid qualifications, anaphylaxis management and emergency asthma management training is published on the [ACECQA](#) website.

## Exclusion

Inability to attend or participate in the program at the service.

## First aid

The provision of initial care in response to an illness or injury. It generally consists of a series of techniques to preserve life, protect a person (particularly if unconscious), prevent a condition worsening, and promote recovery. First aid training should be delivered by approved first aid providers.

## First aid kit

The Compliance Code First aid in the workplace, developed by WorkSafe Victoria, lists the minimum requirements for a [first aid kit](#).

## Illness

Any sickness and/or associated symptoms that affect the child's normal participation in the program at the service.

## Incident, Injury, Trauma, and Illness Record

Contains details of any incident, injury, trauma, or illness that occurs while the child is being educated and cared for by the service. Any incident, injury, trauma, or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence. Details required include the:

- name date of birth and age of the child
- circumstances leading to the incident, injury, trauma, or illness (including any symptoms)
- time and date
- details of action taken by the service including any medication administered, first aid provided, or medical personnel contacted.
- details of any witnesses
- names of any person the service notified or attempted to notify, and the time and date of this.
- signature of the person making the entry, and time and date of this.

These details need to be kept for the period of time specified in [Regulation 183](#) and Vic Reg [123](#).

## Infectious disease

An infectious disease designated by the Communicable Disease and Prevention Control Unit (refer to Definitions), Victorian Department of Health and Human Services in [Schedule 7](#) of the [Public Health and Wellbeing Regulations 2019](#), the Minimum Period of Exclusion from Primary Schools and Early Childhood Education and Care Services Centres for Infectious Diseases Cases and Contacts.

## Medication

Medicines are substances that help our bodies – physically or mentally – to prevent, treat or cure diseases.

## Medication record

Contains details for each child to whom medication is to be administered by the service. This includes the child's name, date of birth, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required [Regulation 92](#).

## Minimum exclusion period

The period recommended by the Communicable Disease and Prevention Control Unit (see Definitions) Victorian Department of Health and Human Services for excluding any person from attending a children's service to prevent the spread of infectious diseases as specified in Schedule 7 of the *Public Health and Wellbeing Regulations 2009*, the Minimum Period of Exclusion from Primary Schools and Early Childhood Education and Care Services Centres for Infectious Diseases Cases and Contacts. The exclusion period table, published by the Department of Families Fairness and Housing can be accessed at <https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table>

## Resuscitation flowchart

Outlines the seven steps involved in resuscitation: danger, response, send, airways, breathing, compression and defibrillation.

## References

Relevant legislation and standards include but are not limited to:  
Family Assistance Legislation Amendment (Child Care Rebate) Act [2011](#)  
Health Records Act [2001](#)  
Privacy and Data Protection Act [2014](#)  
National Quality Standard [2018](#)  
Occupational Health and Safety Act [2004](#)  
Privacy Act [1988](#) (Cth)  
Public Health and Wellbeing Act [2008](#)  
Health and Child Welfare Legislation Amendment Bill [2018](#)  
Public Health and Wellbeing Regulations [2019](#)  
Child Wellbeing and Safety Act [2005](#) (Vic) (Part 2: Principles for Children)

Education and Care Services National Law Act 2010, Sections [165](#), [167](#), [172](#), [174](#),

Education and Care Services National Regulations 2011, Regulations [85-90](#), [94](#), [95](#), [97](#), [136](#), [137](#), [161](#), [162](#), [173](#), [176](#), [183](#),

[Victorian Children's Services Act 1996](#)

*Victorian Children's Services Regulations 2020*, Regulations [54](#), [57](#)

## **Policy Detail - Procedure**

### **Environment**

It is the responsibility of all staff to ensure that as far as is practicable a safe and healthy environment is provided for all children, educators, and any other persons at the service. Every reasonable precaution must be taken to protect children at the service from harm and hazards that are likely to cause injury ([Section 167](#)).

An appropriate number of up-to-date, fully equipped first aid kits that meet Australian Standards must be kept on premises and taken on excursions.

Details of permanent staff with first aid qualifications are displayed near the First Aid Kit

Safety signs showing the location of first aid kits are to be clearly displayed.

### **First Aid – Injury, Illness, Incident, Trauma**

An ambulance will be called to attend a service if required. Costs associated with ambulance transport of a child will be the parents' responsibility.

Staff must act within their scope of training and legislative requirements to respond to the needs of the child if the child is injured, becomes ill or is traumatised whilst attending the service.

At least one educator with current approved first aid qualifications must be in attendance and immediately available at all times that children are being educated and cared for by the service ([Regulation 136\(1\)\(a\)](#)). This can be the same person who has anaphylaxis management training and emergency asthma management training, also required under the Regulations.

Where there are 10 or more educators at an education and care setting the Approved Provider or person with management and control will nominate a first aid officer.

First aid qualifications, anaphylaxis management training and emergency asthma management training must be current, meet the requirements of the National Act ([Section 169\(4\)](#)) and National Regulations ([Regulation 137](#)), Vic Act and Vic Reg ([Regulation 95](#)) and be approved by ACECQA.

An induction process for all new staff, casual and relief staff, which includes providing information on the location of first aid kits and specific first aid requirements must be carried out.

Children and staff and others as appropriate will be offered support and debriefing following a serious incident requiring the administration of first aid.

### **Infectious disease**

It is the responsibility of staff to ensure that all reasonable steps are taken to prevent the spread of infectious disease at the service and make notifications in accordance with legislative requirements.

Immunisation in accordance with the [Immunisation Schedule Victoria](#) should be maintained for each child. Children who are not immunised will be excluded if there is an outbreak of any disease which the child has not been immunised against.

### **Documentation and Notifications**

First aid training qualification details are to be recorded on each staff member's record.

Incident, Injury, Trauma and Illness Records (refer to Definitions) must be completed in accordance with Regulation [87](#) and Vic Reg [56](#).

Parents are to be notified within 24 hours if their child is involved in an incident, injury, trauma, or illness at the service including cases of infectious disease in accordance with regulatory requirements.

The Regulatory Authority must be notified of a Incident, Illness, Injury or Trauma in accordance with Regulations [176](#) and Vic Reg [117](#) and services operating under Vic Regs must notify the Commonwealth Department of Education, CCCFR Program within 24hrs of the incident at [CCCFRrestricted@education.gov.au](mailto:CCCFRrestricted@education.gov.au)

### **Parents**

Parents/guardians must provide the required information for the service's medication record and provide written consent (via the enrolment record) for service staff to administer first aid and call an ambulance, if required.

Parents must ensure that educators are aware of any specific medical needs or conditions of their child.

Parents/guardians should be contactable, either directly or through emergency contacts listed on the child's enrolment record, in the event of an incident requiring the administration of first aid.

**Reference to linked Policy, Procedure or Guidelines**

[Dealing with Medication and Medical Conditions Policy](#)

[Emergency Management Policy](#)

[Excursions and Service Events Policy](#)

[Child Safe Policy](#)

[Child Safety and Wellbeing is Promoted by the Environment](#)

[Interactions with Children Policy](#)

## Authorisations - Acceptance and Refusal

### Introduction

Corangamite Shire Council is committed to ensuring the safety and wellbeing of all children attending its' Early Childhood Education and Care Services and meeting its' duty of care obligations under the law.

Corangamite Shire Council Family and Children's Services recognises that care arrangements for children in contemporary Australia can vary significantly from family to family. It is imperative that educators are kept informed about children's current situation and information about legal access to a child is kept up to date.

Under the National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians, and/or authorised nominees (refer to Definitions) in some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met. These circumstances include but are not limited to:

- self-administration of medication (Regulation [96](#), Vic Reg [65](#))
- children leaving the service premises (Regulation [99](#), Vic Reg [68](#))

### Policy Statement

This policy outlines procedures to be followed when:

- obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment record.
- refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Attendance record

Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation [158\(1\)](#) Vic Reg [107](#)).



## Authorisation

An authorisation is the provision of written authority or official instruction. This can relate to access to information, delivery and collection of children, authorisation for the removal from the premises and the authorisation of medication to be administered. Authorisation must state all information required by the appropriate Regulation or Vic Regs.

## Authorised person/nominee

Is a parent or guardian unless excluded by court order or a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

## Inappropriate person

A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g. a person under the influence of drugs or alcohol ([Act 171\(3\)](#)).

## Medication record

Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required (Regulation [92](#), Vic Reg [61](#)).

## References

Relevant references include but are not limited to:

[Australian Children's Education and Care Quality Authority \(ACECQA\)](#)  
[Children, Youth and Families Act 2005 \(Vic\)](#)  
[Child Wellbeing and Safety Act 2005 \(Vic\)](#)  
[Child Wellbeing and Safety Act 2005 \(Vic\) \(Part 2: Principles for Children\)](#)  
[Education and Care Services National Law Act 2010, Section 167](#)  
[Education and Care Services National Regulations 2011, Regulations 96, 99, 102, 160, 161, 168\(2\)\(m\), 170](#)  
[Victorian Children's Services Act 1996](#)  
[Victorian Children's Services Regulations 2020, Regulations 61, 65, 68, 71, 107](#)  
[Family Law Act 1975 \(Cth\)](#)

## National Quality Standard 2018

### **Policy Detail - Procedure**

Parents/guardians must provide copies of any court orders and complete the authorised nominee section of the enrolment form (refer to [Enrolment and Orientation Policy](#)) before the enrolment will be accepted by the service. If this information changes parents/guardians are required to provide updated information and court orders to the service.

Where updated information is provided to a service a copy must be provided to the Family and Children's Services Team for updating databases, filing, and linking to the original enrolment form.

If a written authorisation does not meet the requirements outlined in service policies and cannot be obtained, the approved provider must be notified.

Authorisations can be accepted when:

- The authorisation is signed by a known parent or a known authorised nominee,
- Phone contact is made by a known parent or authorised nominee; this must be documented by staff and countersigned by a known parent or authorised nominee as soon as practical,
- Phone contact is made by an unknown parent or authorised nominee and staff act reasonably to confirm the caller's identity before accepting the authorisation,
- Unknown parents or authorised nominees provide confirmation of their identity – it is best practice to use photo ID to authenticate a person's identity. In cases where this cannot be done educators must act reasonably asking for other forms of verification.

The minimum age of an authorised nominee is 16 years, unless there are exceptional circumstances which are negotiated and documented.

Authorisations must be refused when educators are reasonably concerned that by accepting an authorisation the safety of a child is compromised or at risk of harm.

This includes when:

- an authorised person is obviously under the influence of illicit drugs or alcohol,
- is assessed by educators to be physically or mentally incapable of ensuring the welfare and safety of the child,
- the person is not authorised or listed as an authorised nominee in the child's enrolment record.
- the person is unknown to educators and their identity cannot be authenticated.

Educators have a duty of care to the child in their care to ensure their safety, if an authorisation is refused on any grounds educators must contact another authorised person/nominee.

If an unauthorised person presents to collect a child an authorised person/nominee should be immediately informed and authorisation for that person to collect the child be obtained if appropriate.

Permission forms for excursions are provided to the parent/guardian or authorised nominee prior to any excursion (refer to [Excursions and Service Events Policy](#)).

Attendance records (refer to Definitions) must be maintained to account for all children attending the service.

Educators/staff must not administer medication without the authorisation of a parent/guardian or authorised nominee, except in the case of an emergency, including an asthma or anaphylaxis emergency [Dealing with Medication and Medical Conditions Policy](#).

Children can only participate in an excursion when the written authorisation of a parent/guardian or authorised nominee including details required under Regulation [102](#), Vic Regs [71](#) (refer to [Excursions and Service Events Policy](#)) is completed.

Children can only depart from the service in accordance with the [Delivery and Collection of Children policy](#), [Child Safety and Wellbeing is Promoted by the Environment policy](#), [Transportation and Safe Arrival of Children policy](#)

### **Reference to linked Policy, Procedure or Guidelines**

[Administration of First Aid – Incident, Injury, Trauma, Illness, and Infectious Disease Policy](#)

[Child Safe Policy](#)

[Child Safety and Wellbeing is Promoted by the Environment Policy](#)

[Dealing with Medication and Medical Conditions Policy](#)

[Delivery and Collection of Children Policy](#)

[Enrolment and Orientation Policy](#)

[Excursion and Service Events Policy](#)

[Transportation and Safe Arrival of Children Policy](#)

# Organisational Policy



CORANGAMITE  
SHIRE

## **Catastrophic Fire Danger, Days of**

See Organisational Policy – [Catastrophic Fire Danger Days](#)

[About Fire Danger Ratings](#)

See [Emergency Management Policy](#)

## **Child Safe**

see Appendices for [Child Safe Policy](#)

[Child Safe Guidelines](#)

[Child Safe Standards Responding to Incidents](#)

## **Child Safety and Wellbeing is Promoted by the Environment**

to be read in conjunction with [Child Safe Policy](#)

### **Introduction**

“Every child has the right to live a full and productive life. It is up to all of us to ensure our children grow up in environments that build confidence, friendship, security, and happiness, irrespective of a person’s family circumstances and background”  
*(Protecting the safety and wellbeing of children and young people).*

The protection of children, one of the most vulnerable groups in society, is a shared community responsibility and involves ensuring that all children are safe, their needs are met, and the possibility of child abuse is minimised.

Early childhood educators, in daily contact with children and their families, are well placed to observe when a child appears to be at risk of harm arising from abuse or neglect.

Corangamite Shire Family and Children’s Services team are committed to ensuring services maintain a focus on advocating for children who may not otherwise have a voice and that all staff, educators, and families have an understanding of our obligations to provide for the safety of children and implement processes and practices designed to support this.

### **Policy Statement**

Corangamite Shire Family and Children’s Services:

- provide a safe environment for all children which ensures their safety, health, wellbeing, and inclusion, involve children in child safety including listening to children and incorporating their views about how to provide a safe environment.
- promote the cultural safety of all children.
- identify, reduce, and remove risks of child abuse.
- make staff aware of their legal and duty of care obligations to report child abuse and neglect.

### **Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### **Abuse**

see Child abuse definition below.

## Child abuse

(In the context of this policy) refers to an act or omission by an adult that endangers or impairs a child's physical and/or emotional health or development. Child abuse can be a single incident but often takes place over time. Abuse, neglect, and maltreatment (refer to Definitions) are generic terms used to describe situations in which a child may need protection.

## The Orange Door

A Victorian community-based intake and referral service linked with Family Services. The Orange Door ensures that vulnerable children, young people, and their families are effectively linked to relevant services, including Child Protection.

## Child Safe Standards

All Victorian organisations that provide services or facilities to children are required by law to comply with the [Child Safe Standards](#).

## Child protection

The term used to describe the whole-of-community approach to the prevention of harm to children. It includes intentional action for early intervention, for the protection of those considered most vulnerable and for responses to all forms of abuse.

## Child Protection Service (also referred to as Child Protection)

The statutory child protection service provided by the Victorian Department of Families Fairness and Housing to protect children and young people at risk of abuse and neglect. This service also works closely with Family Services (including The Orange Door) to support the assessment and engagement of vulnerable children and families in community-based services.

## Contractor

A person or company that undertakes a contract to provide materials or labour to perform a service or do a job. Examples include photographer, tradesperson, people contracted to provide an service event.

## Cultural Safety

Social, emotional, and spiritual safety 'where there is no assault, challenge, or denial of a person's identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge, and experience of learning together' (Williams, 1999).

## Cyber Safety/Online Safety/Internet Safety/E-Safety

The safe and responsible use of technology including use of the internet, electronic and social media in order to ensure information security and personal safety. There are three main areas of risk to safety:

- Content: being exposed to illegal, inappropriate, or harmful material,
- Contact: being subjected to harmful online interactions with other users (including bullying)
- Conduct: personal online behaviour that increases the likelihood of, or causes harm (Kodo Education, 2015)

#### Maltreatment

(In the context of this policy) refers to physical and/or emotional mistreatment, and/or lack of care of the child. Examples include psychological abuse, the witnessing of family violence and any non-accidental injury to a child.

#### Neglect

see Child abuse definition above.

#### Physical Safety

Protection from harm and hazards that can cause injury. Identified risks are managed and minimised.

#### Safe environment

Environment's that focus on supporting all facets of children's safety and wellbeing.

#### Volunteer

Parent/guardian, family member or community member who attends the service to assist the service in some capacity.

#### Young person

In Victoria, under the Children, Youth and Families Act 2005, a child or young person is a person under 18 years of age.

#### References

Relevant legislation and standards include but are not limited to:

*Children, Youth and Families Act 2005* (Vic)

*Child Safety and Wellbeing Act 2005* (Vic)

*Charter of Human Rights and Responsibilities Act 2006* (Vic)

*Child Safe Standards* (Vic)

*Crimes Amendment (Protection of Children) Act 2014* (Vic)

*Education and Care Services National Law Act 2010* (Vic), including but not limited to Sections [165](#), [166](#), [167](#)

*Education and Care Services National Regulations 2011 (Vic)*, including but not limited to Regulations [84](#), [85](#), [86](#), [99](#), [100](#), [101](#), [102](#), [168\(2\)\(h\)](#)

[Victorian Children's Services Act 1996](#)

[Victorian Children's Services Regulations 2020, Regulations 53, 112](#)

*Education Training and Reform Act 2006 (Vic)* (As amended in 2014)

*Family Law Act 1975 (Cth)*

National Quality *Working with Children Regulations 2006 (Vic)*

Standard, [Quality Area 2:](#)

*Working with Children Act 2005 (Vic)*

*Working with Children Regulations 2016 (Vic)*

*Wrongs Act 1958 (Vic)*

[Protecting children: Mandatory reporting and other obligations](#)



## **Policy Detail - Procedure**

### **Design of Facilities and Equipment**

The design of buildings, grounds, and equipment is intentionally inclusive, ensuring access for every child. It fosters a welcoming environment that supports and encourages physical activity and movement throughout the day, tailored to each child's abilities.

Facilities support active travel and road safety for children, families, educators, and staff.

Smoke free, Vaping and e-cigarette signage, that is easily seen and can be understood by the whole community, is displayed appropriately at all service sites.

### **All staff are responsible for ensuring the environment is focused on all aspects of child safety including:**

#### **Physical environment**

- Building, facility, and equipment is maintained, and safety issues are responded to promptly.
- On days of declared Heatwave services will continue to operate and follow the recommendations of Health Victoria for [Extreme heat and Heatwaves](#). Staff will ensure the welfare of very young children particularly at venues that do not have air conditioning, and may need to contact parents to collect children who may be distressed.
- On days of extreme heat (temperatures over 35 degrees that have not been declared Heatwave), the service continues to operate. Staff will ensure the welfare of very young children particularly at venues that do not have air conditioning and may need to contact parents to collect children who may be distressed.

#### **Regulatory environment**

- Ensuring staff child ratios are compliant.
- conducting activities so that all children are appropriately supervised, and no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student, or parent/guardian at the service.

#### **Educational environment**

- Providing appropriate levels of challenge for children and completing benefit risk assessments as appropriate to ensure the elimination of identified hazards.
- Interactions with Children, Code of Conduct, and Social Media policies outline clear expectations of safe, respectful, and responsible behaviours at the service and online for staff, children, and families.

- Cultural safety and inclusive behaviour education will be included in program and planning especially in the context of Learning Outcome 2 of the National and Victorian Early Years frameworks.
- Children Educators and families are supported to learn about and practice safe behaviours, including cultural, cyber, and physical safety.
- Safety information and practical strategies to support safety in the service and at home is provided to families through partnerships with external services such as, but not limited to Regional Parenting, KidSafe, Community Health and VicRoads.

### **Child Safety, Child Protection and Mandatory Reporting**

All staff are responsible for:

- fulfilling their legal responsibilities and duty of care to protect children and to keep children safe and to maintain their rights.
- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- contributing to an organisational culture of child safety
- identifying the potential for child abuse at Corangamite Shire Family and Children Services, and developing and implementing effective prevention approaches in consultation with the Approved Provider and Person with Management or Control and the Nominated Supervisor and Person in day-to-day Charge
- following processes for responding to and reporting suspected child abuse
- undertaking appropriate training on child protection, including recognising the signs and symptoms of child abuse (refer to Definitions), knowing how to respond, and understanding responsibilities and processes for reporting.
- supporting the maintenance of Child Safe Standards in Corangamite Shire Family and Children Services in consultation with the Approved Provider and Person with Management or Control and Nominated Supervisor and Person in day-to-day Charge at the service.
- notifying the Nominated Supervisor, Person in day-to-day Charge, the Approved Provider or the Person with Management or Control immediately on becoming aware of any concerns, complaints or allegations regarding the safety, health, and welfare of a child at any Corangamite Shire Family and Children Service
- offering support to the child and their family in response to concerns or reports relating to the safety, health, and wellbeing of a child at any Corangamite Shire Family and Children Service.
- co-operating with other services and/or professionals (including Orange Door) in the best interests of children and their families.
- informing families of support services available to them (such as Orange Door), and of the assistance these services can provide.

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- following the Corangamite Shire's processes where the service has been notified of a court order prohibiting an adult from contacting an enrolled child.
- always maintaining confidentiality (Governance, Management, Confidentiality of Records and Privacy)
- contributing to a review of this policy in consultation with the Approved Provider, Person with Management or Control, Nominated Supervisor and Person in day-to-day Charge.
- educating and empowering children to talk about events and situations that make them feel uncomfortable.
- ensuring that children at the service are not subjected to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances.
- using appropriate resources and undertaking training to assist with the implementation of this.
- abiding by the service's Code of Conduct Policy and Interactions with Children Policy

**Parents/guardians are responsible for:**

- reading and complying with this policy
- reporting any concerns, including in relation to potential child abuse, to the appropriate child protection authorities or the police if immediate police attention is required.

**Reference to linked Policy, Procedure or Guidelines**

[Authorisations – Acceptance and Refusal Policy](#)

[Code of Conduct Policy](#)

[Complaints and Grievances Policy](#)

[Delivery and Collection of Children Policy](#)

[Administration of First Aid – Incident, Injury, Trauma, Illness, and Infections Disease](#)

[Interactions with Children Policy](#)

[Governance, Management, Confidentiality of Records and Privacy](#)

[Participation of Volunteers and Students on Practicum Placement Policy](#)

[Social Media Policy](#)

[Child Safe Guidelines](#)

[Child Safe Procedures](#)

# Organisational Policy



## Code of Conduct

Please see Appendices for Employee [Code of Conduct](#)

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Adopted by CEO on: 15/07/2024

Responsibility: Manager Community Services  
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# Organisational Policy



CORANGAMITE  
SHIRE

## Complaints and Grievances

Complaints and Grievances are handled in accordance with Council's Complaints Handling Policy,

Family and Children Services are committed to:

- ensuring children's voices are sought and heard.
- providing an environment of mutual respect and open communication
- recognising excellence and gratitude
- complying with all legislative and statutory requirements
- dealing with disputes, complainants with fairness and equity
- establishing mechanisms to respond to complaints in a timely way.
- treating information in relation to complaints with sensitivity.

Please see Appendices for [Complaints Handling Policy](#) or on Council's website

## Dealing with Medication and Medical Conditions – including Asthma, Anaphylaxis, and chronic conditions

### Introduction

Maintaining a safe environment for all users, ensuring that educators have necessary skills and expertise, and communicating the shared responsibility between all involved in the operation of the service is paramount to supporting the inclusion of all children in services regardless of their medical conditions or requirement for medication.

### Policy Statement

This policy will ensure that:

- service practices support the enrolment and participation of children with specific health care requirements.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

### References

Relevant legislation and standards include but are not limited to:  
Education and Care Services National Law Act 2010: [Section 173](#)  
Education and Care Services National Regulations 2011: Regulations [90, 91, 96](#)  
[Victorian Children's Services Act 1996](#)  
Victorian Children's Services Regulations 2020, Regulations [59, 60, 61, 62, 63, 64, 65](#)  
Health Records Act [2001](#) (Vic)  
National Quality Standard [2018](#)  
Occupational Health and Safety Act [2004](#) (Vic)  
Public Health and Wellbeing Act [2008](#) (Vic)  
Public Health and Wellbeing Regulations [2009](#) (Vic)

### Policy Detail - Procedure

During induction all staff are to be provided with a copy of this policy. It is the responsibility of staff to ensure they have a clear understanding of the policy.

### Administration of medication

Services will only administer medication if it is in its original container with a dispensing label attached. The label should list the child as the prescribed person, the

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strength of drug and the frequency it is to be given. This applies to all medications, regardless of whether they are non-prescription medications (such as teething gels, nappy creams, cough medicines) or prescription medications (such as antibiotics)

- Ensuring medication is authorised in accordance with Regulations [92, 93 and 94](#) or Vic Regs [62 and 63](#) and administered in accordance with directions and regulations [95 and 96](#) or Vic Regs [64 and 65](#).

Ensuring storage of medications in accordance with manufacturers

Self-administration of medication will only be considered for children who are enrolled in and have commenced attendance at school and where families and educators have completed a communication and risk minimisation plan detailing practices for self-administration of medication [R96](#)

### **Medical conditions**

There are specific requirements for enrolment and ongoing attendance at services for children who have a medically diagnosed chronic condition.

A child with a medically diagnosed chronic medical condition will not be permitted to attend a service unless the service has a current Medical Management plan, and if relevant prescribed medication and authorisations, and current Communication and Risk Minimisation plan.

The Medical Management plan must be completed by a doctor or nurse practitioner.

The Communication and Risk Minimisation plan must be developed in conjunction with parents and educators for each child with specific medical conditions. This plan must be reviewed at least annually ensuring families and educators/staff understand and acknowledge each other's responsibilities.

It is essential that ongoing communication between educators/staff and parents/guardians is maintained to ensure current information is shared about specific medical conditions within the service.

The nominated supervisor or person in day-to-day charge must ensure a copy of the child's medical management plan is visible and educators and other staff follow each child's risk minimisation plan and medical management plan.

### **Non-diagnosed chronic conditions, allergies, intolerances.**

Parents should discuss other concerns with educators and complete a Communication and Risk Minimisation plan.

**Regulation 173** prescribes that a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service must be displayed

### **Acute conditions and/or invasive clinical procedures**

After illnesses and/or procedures of this nature, families and the service should liaise to ensure the child is medically fit to return to the education and care setting, best practice is to provide a medical certificate stating the child's fitness and/or any accommodations required during the provision of service.

### **Professional development and community education**

- identify and facilitate specific training needs of educators who work with children diagnosed with a medical condition,
- providing information to the community about resources and support for managing specific medical conditions while respecting the privacy of families enrolled at the service.

### **Placed based service responsibility.**

- educational program and practice consider individual children's requirement.
- services develop an ongoing/daily communication process.
- relief staff are informed of children and staff who have specific medical conditions, the type of condition or allergies they have, location of medical management plans, location of medications, and strategies to be implemented.
- tables are cleaned and wiped down before and after eating.
- children are educated in the importance of handwashing before and after eating and are monitored to ensure handwashing occurs.
- children are supervised while eating to minimise the risk of children swapping or sharing food, food utensils or food containers.

### **Parents and Guardians are responsible for:**

- informing the service of their child's medical conditions, if any, and informing the service of any specific requirements that their child may have in relation to their medical condition.
- providing a Medical Management plan signed by a medical practitioner, either on enrolment or immediately upon diagnosis of an ongoing medical condition. The medical management plan must include a current photo of the child and must clearly outline procedures to be followed by educators/staff in the event of an incident relating to the child's specific health care needs.
- developing a Communication and Risk Minimisation plan with the nominated supervisor/s and relevant staff members at the service.



- notifying the Nominated Supervisor of any changes to the status of their child's medical condition and providing a new medical management plan in accordance with these changes
- informing the Nominated Supervisor of any issues that impact on the implementation of this policy by the service.
- Completing required authorisations for the administration of medication to their child.

**Reference to linked Policy, Procedure or Guidelines**

[Staying Healthy: Preventing infectious diseases in early childhood education and care services \(5th edition, 2013\)](http://www.nhmrc.gov.au/guidelines/publications/ch55) National Health and Medical Research Council: <http://www.nhmrc.gov.au/guidelines/publications/ch55>

[Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](http://www.acecqa.gov.au), p 62: [www.acecqa.gov.au](http://www.acecqa.gov.au)

[Administration of First Aid, Incident, Injury, Trauma, Illness, and Infectious Disease Policy](#)

[Governance Management Confidentiality of Records and Privacy Policy](#)

## Delivery and Collection of Children

### Introduction

A duty of care exists at all times the child is attending a children's service. In addition, services have a duty of care to a child while he/she/they are on the service's premises even if he/she/they haven't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian.

A child may only leave a service in the care of a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent who is prohibited by a court order from having contact with the child.

An exception is made in the event of a medical or other emergency (refer to [Incident, Injury, Trauma and Illness Policy](#) and [Emergency Management Policy](#)) and for excursions (refer to [Excursions and Service Events Policy](#)).

### Policy Statement

Corangamite Shire Family and Children's Services are committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service.
- meeting its duty of care obligations under the law.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Authorised nominee

(In relation to this policy) a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. Authorised nominees must be a minimum of 16 years. These details will be on the child's enrolment form.

#### Unauthorised person

(In relation to this policy) is any person who has not been listed as an authorised nominee on the child's enrolment form.

## References

Relevant legislation and standards include but are not limited to:

*Children, Youth and Families Act* [2005](#) (Vic)

*Education and Care Services National Law Act 2010*, Sections [167, 170](#)

*Education and Care Services National Regulations 2011*, Regulations [99, 168\(2\)\(f\)](#)

*Victorian Children's Services Act 1996*

*Victorian Children's Services Regulations 2020*, Regulations [68](#),

*Family Law Act 1975* (Cth)

National Quality Standard [2018](#)

[Transportation And Safe Arrival of Children Policy](#)

## Policy Detail - Procedure

### Parent /Guardian responsibility

The authorised nominee section of a child's enrolment form must be completed and signed before the child attends the service.

Please contact the service to alert educators if it is likely collection of the child will be late.

Parents/guardians should ensure educators are aware that their child has arrived at/been collected from the service.

Children are to be collected on time at the end of each session/day.

Parents and guardians are requested to actively supervise their own child both before signing them into the program and after signing them out. Additionally, they should also provide supervision for other children in their care, including siblings, while attending or assisting at the service.

To mitigate potential risks, parents are asked to promptly leave the service facilities upon collecting their children. This measure is essential to ensure the safety and well-being of all children.

### Educators and staff responsibilities

The attendance record (refer to Definitions) must meet the requirements of Regulation [158\(1\)](#). It must be signed and timed accurately by the person who delivers or collects the child or a nominated supervisor or an educator on delivery and collection of their child from the service every day.

Where children travel independently to the service, including a school bus, and they do not arrive as expected, the service must refer to the [Transportation and Safe Arrival of Children policy](#) for appropriate follow up action.

A child must not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these or in the case of a medical or other emergency (Regulation [99](#)).

Educators must follow [authorisation procedures](#) at all times to ensure the safe collection of children including when an unauthorised or inappropriate person arrives.

When a child has not been collected educators should contact parents or authorised nominees to ensure collection of child, or Police if contact and collection arrangements cannot be made.

An up-to-date list of the telephone numbers of the Approved Provider, DoE, Orange Door, DHHS Child Protection Service and the local police station must be accessible in the event that a child is not collected.

Children are to be adequately supervised at all times.

Educator-to-child ratios are maintained at all times children are in attendance at the service (including when children are collected late from the service) according to the requirements of Regulations [123](#).

The Approved Provider must be notified as soon as is practicable, but no later than 24 hours, if a child has left the service unattended by an adult or with an unauthorised person (refer to Definitions) and must follow reporting obligations in relation to Regulations [12](#), [86](#), [176](#) and Vic Regs [10](#), [118](#).

Where transport is provided that is not directly part of the education and care service the [Transportation and Safe Arrival of Children Policy](#) should be followed.

### **Reference to linked Policy, Procedure or Guidelines**

[Interactions with Children Policy](#)

[Dealing with Medication and Medical Conditions Policy](#)

[Authorisations – Acceptance and Refusal Policy](#)

[Administration of First Aid, Incident Injury Trauma, Illness, and Infectious Disease Policy](#)

[Transportation And Safe Arrival of Children Policy](#)

## Determining responsible person present

### Introduction

In the realm of Education and Care services, the Responsible Person is a pivotal figure who holds the reins of leadership. This person, as defined by the law, could be the Approved Provider or a person with management or control, a Nominated Supervisor, or a designated individual within the service.

Under the Education and Care Services National Law Act [2010](#), it is an offence to operate an approved centre-based education and care service unless a Responsible Person (refer to Definitions) is physically in attendance at all times the service is educating and caring for children.

An Approved Provider must not operate a service unless there is a Nominated Supervisor appointed for that service. The Nominated Supervisor does not have to be in attendance at the service at all times, but in their absence, a Responsible Person, such as a 'Person in day-to-day charge' must be present.

### Policy Statement

Corangamite Shire Family and Children's Services are committed to:

- meeting its duty of care (refer to Definitions) obligations under the law.
- ensuring staffing arrangements contribute to the safety, health, wellbeing, learning and development of all children at the service.
- meeting legislative requirements for a Responsible Person (refer to Definitions) to be on the service premises at all times.

### Definition

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Person in Day-to-Day Charge

A person who is placed in day-to-day charge of an education and care service by an Approved Provider or a Nominated Supervisor; and who has consented to the placement in writing ([Regulation 117A](#)).

#### Person with Management or Control

A person has the responsibility, alone or with others, for managing the delivery of the education and care service ([Act: Definitions \(d\) pg 24](#)).

## Responsible Person

Centre-based services must have a Responsible Person present at all times that the service is delivering education and care. The responsible person is the Person in day-to-day Charge at the service and can be one of the following:

- the Approved Provider if the Approved Provider is an individual

or in any other case:

- a Person with Management or Control (refer to Definitions) of an education and care service operated by the Approved Provider
- a Nominated Supervisor of the Service
- a person placed in day-to-day charge of the service. (National Law, Section [162](#), Vic Act Section [103 \(a\) to \(c\)](#))

## Nominated Supervisor

A person who has been nominated by the Approved Provider of the service under Part 3 of the Act and who has consented to that nomination in writing can be the Nominated Supervisor. All services must have at least one Nominated Supervisor with responsibility for the service in accordance with the National Act ([Section 5 and 161](#)) Regs [117](#) and Vic Regs [98](#).

## References

[Child Safe Standards](#)

*Education and Care Services National Law Act* [2010](#)

*Education and Care Services National Regulations* [2011](#)

*Victorian Children's Services Act* [1996](#)

*Victorian Children's Services Regulations 2020 Regulations* [96, 97, 98, 99](#)

National Quality Standard [2018](#)

*Working with Children Act* [2005](#) (Vic)

*Working with Children Regulations* [2016](#) (Vic)

## Policy Detail - Procedure

This detail provides guidelines to assist in establishing how Corangamite Shire Family and Children Services will determine who can hold the role of 'Responsible Person' within its services and meets its regulatory responsibilities.

The Approved Provider and Persons with Management or Control are responsible for:

- ensuring there is a Responsible Person on the premises at all times the service is delivering education and care programs for children.
- nominating sufficient Nominated Supervisors to meet legislative requirements for a Responsible Person at the service at all times, including during periods of leave or illness.

- ensuring that a person nominated as a Nominated Supervisor or a Person in day-to-day charge:
  - is at least 18 years of age.
  - is appropriately qualified.
  - has adequate knowledge and understanding of the provision of education and care to children.
  - has the ability to effectively supervise and manage an education and care service.
  - has not been subject to any decision under the National Law, or any other Early Childhood Education and Care Services or education law, to refuse, refuse to renew, suspend, or cancel a licence, approval, registration, certification, or other authorisation granted to the person.
  - has a history of compliance with the National Law and other relevant laws (Regulations [117C and 117B](#) and Vic Regs [98](#))
- ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service<sup>1</sup> (National Law: Section 172)
- ensuring that the service does not operate without a Nominated Supervisor(s), and that the Nominated Supervisor(s) has given written consent to be in the role.
- ensuring that the name of the Nominated Supervisor/s is displayed and visible from the entrance of the service.
- ensuring that information about the Nominated Supervisor, including name, address, date of birth, evidence of qualifications, approved training, a Working with Children Check or teaching registration, and other documentary evidence of fitness to be a Nominated is kept on the staff record (Regulation [146](#) Vic Reg [97](#))
- notifying the Regulatory Authority if:
  - there is a change to the name or contact details of the Nominated Supervisor, Regulation [35](#))
  - the Nominated Supervisor is no longer employed or engaged by the service.
  - has been removed from the role.
  - the Nominated Supervisor withdraws their consent to the nomination.
  - if a Nominated Supervisor or person in day-to-day charge has their Working with Children Check or teacher registration suspended or cancelled, or if they are subject to any disciplinary proceedings under the law.

- there is any other matter or incident which affects the ability of the Nominated Supervisor to meet minimum requirements and re-assessing the Nominated Supervisor's suitability for the role.
- ensuring that, when the Nominated Supervisor is absent from the premises, an alternative Responsible Person is on site.
- ensuring that the Nominated Supervisor and Person in day-to-day Charge have a sound understanding of the role of Responsible Person
- ensuring that the staff record includes the name of the Responsible Person at the centre-based service for each time that children are being educated and cared for by the service (Regulation [150](#))
- ensuring that the Nominated Supervisors and Person in day-to-day Charge have successfully completed child protection training (see Child Safe Environment Policy)
- developing rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children.

The Nominated Supervisor is responsible for:

- providing written consent to accept the role of Nominated Supervisor
- ensuring they have a sound understanding of the role of Responsible Person (refer to Definitions)
- ensuring that, in their absence from the service premises, a Responsible Person is present.
- ensuring that a Person in day-to-day Charge:
  - is at least 18 years of age.
  - has adequate knowledge and understanding of the provision of education and care to children,
  - has the ability to effectively supervise and manage an education and care service.
  - has not been subject to any decision under the National Law, or any other Early Childhood Education and Care Services or education law, to refuse, refuse to renew, suspend, or cancel a licence, approval, registration, certification, or other authorisation granted to the person.
  - has a history of compliance with the National Law and other relevant laws (Regulation [117B](#) Vic Reg [96](#))
  - ensuring that an educator gives written consent to being a Person in day-to-day Charge.
  - ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service.



- supporting the Approved Provider or Person with Management Control to develop rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children.
- notifying the Approved Provider or Person with Management Control and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check or teacher registration, or if they are subject to disciplinary proceedings.

Other service staff are responsible for:

- meeting the qualifications, experience, and other requirements if they wish to be nominated as a Person in day-to day charge.
- providing written consent to be the Person in day-to-day charge
- ensuring they have a sound understanding of the role of Responsible Person

### **Reference to linked Policy, Procedure or Guidelines**

[Child Safe Environment Policy](#)

[Code of Conduct Policy](#)

[Participation of Volunteers and Students on Practicum Placement Policy](#)

[Governance Management Confidentiality of Records and Privacy Policy](#)

## Emergency Management

### Introduction

Staff have a duty of care to ensure children are safely cared for at all times. There may be instances when it is necessary because of an emergency to leave the approved premises, shelter in place, or lock-down. Emergency situations can range from fire and smoke to personal injuries and threats, bomb threats, suspicious mail, biohazards and chemical spills, gas leaks, floods, and other natural disasters.

### Policy Statement

To ensure all educators/staff are contactable, prepared for and confident in the management of emergencies and evacuations should the need arise.

To ensure the safety, health and wellbeing of children is maintained at all times.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Bushfire at Risk Register (BARR)

Register of services identified as known bushfire risk.

#### Category 4

Register of services identified as grass fire risk.

#### Emergency

According to the Education and Care National Regulations 2011 the meaning of emergency includes: cyclone, flood, fire or bushfire, the presence of dangerous animals and insects, a situation that requires the education and care service premises to be locked down, a situation that requires the evacuation of the education and care service premises.

### References

[Corangamite Shire Municipal Emergency Management Plan](#)

*Education and Care Services National Regulations 2011*

*Education and Care Services National Law Act 2010*

[Victorian Children's Services Act 1996](#)

*Victorian Children's Services Regulations 2020*

*Occupation Health and Safety Act 2004*

*Occupational Health and Safety Regulations 2007*

Occupational Health and Safety Compliance Codes, First Aid in the Workplace  
[2008](#)

[Emergency management in early childhood services | vic.gov.au](#)  
[\(www.vic.gov.au\)](#)

[Welcome to CFA | CFA \(Country Fire Authority\)](#)

National Quality Standards 2018

### **Policy Detail - Procedure**

All Corangamite Shire Early Years Services will develop and maintain an Emergency Management Plan specific to each venue and in accordance with the format provided by the relevant authority. This needs to be completed by the nominated date and if required submitted to the Approved Provider Representative and DoE.

When preparing the emergency management plan, educators/staff need to ensure that they are familiar with [Council Emergency Plans and Strategies](#) and that they conduct a risk assessment to identify any potential emergencies that are relevant to the service.

Services must assess their status on the [Bushfire At-Risk Register \(BARR\)](#) and on [Category 4](#) as services identified in these have extra requirements.

Kindergartens and childcare facilities assessed to be at the highest risk of fire are placed on the department's Bushfire At-Risk Register (BARR).

Kindergartens and child care facilities with a lower fire risk (those assessed to be in fire risk Category 4) are listed on the department's [Category 4 list](#).

Inclusion on the Bushfire At-Risk Register (BARR) and Category 4 is a trigger for action, including:

- pre-emptive relocation, learning from home or closure action plans for schools and co-located services at the highest risk due to a forecast elevated Fire Danger Ratings in their local government area.
- pre-emptive closure for schools and early childhood services on all days forecasted by the Bureau of Meteorology to be Catastrophic fire danger rating (FDR) in their fire weather district.

Educators/Staff will rehearse the evacuation procedures every three months in accordance with Reg [97c](#) and the Training Schedule in the Emergency Management Plan. Where the service has more than one emergency and evacuation procedure, all procedures must be rehearsed every three months. For example, if you have identified both a lock down and evacuation response procedure in your risk

assessments, and incorporated them in your emergency plan, you will need to rehearse both every three months.

All training and practice will be documented in the Emergency Management Plan in accordance with Reg [97](#).

Requirements for alterations and amendment to the Emergency Management Plan must also be documented in the plan.

In an emergency requiring implementation of the Emergency Management Plan staff will refer to the Emergency Management Plan

The type of emergency will determine which component of the Emergency Management Plan requires implementation. This decision will be made by the person in day-to-day charge of the service present during the emergency.

All educators/staff (including new and relief staff) parents and carers will be made aware of this policy and the Emergency Management Plan and their role in an emergency.

It is the responsibility of the Person in Day-to-Day Charge of the Service to ensure that all staff including relief staff are provided with an opportunity to familiarise themselves with the policy and Emergency Management Plan.

Educators/staff are required to fully understand and comply with emergency procedures and the Emergency Management Plan.

Educators/staff are to ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit and in each children's room.

In the event of an emergency listen to ABC Local Radio, commercial and designated community radio stations or access the [VicEmergency App](#)

On days of **Declared Heat Wave and days of extreme heat** Staff will refer to the [Child Safe Environment policy](#)

# Organisational Policy

Enrolment and Orientation including CRES.



## Introduction

Corangamite Shire Family and Children's Services offer a range of services to assist local families from birth to school commencement. These include Maternal and Child Health, Playgroups, childcare and kindergarten. In addition, Council staff liaise with allied health professionals and private services to ensure current information is available to assist families accessing early childhood services across the shire. To ensure streamlined access to services for families the Council use a Centralised Registration and Enrolment Scheme (CRES)

It is intended that all eligible children will have access to two years of subsidised kindergarten before commencing school provided in multi-age (integrated) programs of five hours duration per session. However, a shortage of places in any Family and Children's Services Program in some locations can limit choices for parents/guardians. Where demand is higher than availability, access is prioritised in order to allocate the available places.

The Australian and Victorian Governments require funded organisations meet specific criteria, the enrolment policy meets the requirements of the Kindergarten Funding Guide, the Centralised Registration and Enrolment Scheme, the Education and Care Services National Regulations 2011, Children's Services Regulations 2020, the Family Assistance Legislation Amendment (Child Care Rebate) Act 2011 and the Public Health and Wellbeing Act 2008.

## Policy Statement

Corangamite Shire Family and Children's Services are committed to:

- transparent processes that provide equitable access for all eligible children
- meeting the needs of the local community where possible
- supporting families to meet the requirements for enrolment through the provision of information.
- proactively ensuring all families are aware of early childhood education and care options available.
- processes to ensure compliance with legislative and departmental funding requirements in relation to the enrolment of children in early childhood education and care services.

## Definitions

Any terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

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Adopted by CEO on: 15/07/2024

Department: Community Services  
To be reviewed by July 2027:

Responsibility: Manager Community Services  
Document Number: 2774363

Page Number: 45

## CRES

Is the acronym used by the state government for the Central Registration and Enrolment Scheme

First year of subsidised Kindergarten

Previously known as 3-year-old kindergarten

Second Year of subsidised Kindergarten

Known as Year Before School or 4-year-old kindergarten.

Second Year of funded Four-Year-Old Kindergarten

A second year of funded Four-Year-Old Kindergarten may be considered when a child shows delays in learning and development outcome areas.

## References

Relevant legislation and standards include but are not limited to:

*A New Tax System (Family Assistance) Act* [1999](#)

*Education and Care Services National Law Act* [2010](#)

*Education and Care Services National Regulations 2011*, Regulations [160](#), [161](#), [162](#), [168](#), [177](#), [183](#)

*Victorian Children's Services Act* [1996](#)

*Victorian Children's Services Regulations* [2020](#)

*Family Assistance Legislation Amendment (Child Care Rebate) Act* [2011](#)

National Quality Standard 2018, [Quality Area 6](#):

*Public Health and Wellbeing Act* [2008](#) (Vic)

*Public Health and Wellbeing Amendment (No Jab, No Play) Regulations* [2015](#) (Vic)

- [Kindergarten Funding Guide](#),
- [Centralised Registration and Enrolment Scheme](#),

## Policy Detail - Procedure

### Priority of Access

#### Kindergarten Programs

The Department of Education requires services to operate a Priority of Access. When more eligible children apply for a place at a kindergarten service than there are places available, priority of access applies. Priority of access is a condition of funding and must operate across all kindergartens. Provisions for priority are:

- Children at risk of abuse or neglect, including children in Out-of-Home Care
- Aboriginal and/or Torres Strait Islander children
- Asylum seeker and refugee children

- Children eligible for the Kindergarten Fee Subsidy
- Children with additional needs

Where places are limited, services should prioritise participation over the number of weekly program hours provided in the first year of subsidised kindergarten (3-year-old)

In exceptional circumstances priority of access may be applied to the second year (4year old) of kindergarten

Corangamite Shire Council Kindergarten programs are unable to have children attend until after their third birthday. This is due to staff/child ratio constraints. Family should follow the enrolment process knowing their child will not be able to commence until their third birthday.

### Child Care Program

Where there is a waiting list for placement at a service and a place becomes available the following criteria will be used to prioritise offers of place

- Children of Corangamite Shire staff
- Children requiring additional days at the same service.
- Eligible for ACCS – Child wellbeing
- Eligible for ACCS - Grandparent
- A child of a sole working parent
- Child where both parents are in paid employment.
- Date of registration on service waiting list
- Sibling of child attending service

### After Kindergarten Care

After Kindergarten Care programs operate in some services for kindergarten aged children.

At times demand exceeds places available and childcare priority of access guidelines apply to all wait lists. Annual offers for places in this program are made as follows.

#### 1<sup>st</sup> priority

Places will be offered to existing users of the program.

#### 2<sup>nd</sup> priority

Places offered to all other enrolled children using childcare program priority of access guidelines.

## Registration and Enrolment

Development of a registration process and enrolment form will ensure that all appropriate regulations and requirements are met within the enrolment form ensuring that the form complies with the requirements of Regulations [160, 161, 162](#) and Vic Regs [108, 109, 110](#) and that it effectively meets the management requirements of the service

- Attention will be given to simplifying the enrolment process across all services to increase accessibility and reduce administrative burden for families and staff.
- Prior to a child commencing at a venue, venue staff will review the enrolment and supporting documentation to ensure identification of and compliance with each child's specific requirements and ensure all service staff are aware.
- Where updated information is provided by a family to a service, a copy must be provided to the Family and Children's Services Team for updating databases, filing, and linking to the original enrolment form.

## Immunisation

- When the immunisation status of a child enrolled in any Corangamite Shire Early Childhood service is not 'up to date', the service enrolment will cease, and a new enrolment will have to be completed including being placed on a waiting list if space is not available.
- provide parents/guardians with information about the requirements of the law for enrolment, locating and accessing immunisation services and obtaining acceptable immunisation documentation required for enrolment.
- ensure that acceptable immunisation documentation is received unless there are circumstances to provide a support/grace period, prior to enrolment being accepted.
- take reasonable steps to obtain acceptable immunisation documentation from a parent/guardian of a child enrolled under a support/grace period within the 16 weeks from when the child begins attending (Note: the child can continue to attend the service if acceptable immunisation documentation is not obtained).



- Children who are not immunised will be excluded in accordance with [Administration of First Aid – Incident, Injury, Trauma, Illness, and Infectious Disease policy](#).

### **Privacy and Confidentiality**

- ensure compliance with [Governance, Management Confidentiality of Records Policy](#) in relation to the collection and management of a child's enrolment information and that enrolment records are stored in a safe and secure place, and kept for twenty-five years after the last date on which the child was educated and cared for by the service complying with the service's

### **Communication**

- respond to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required.
- respond to parent/guardian enquiries regarding their child's readiness for the program that they are considering enrolling their child in
- discuss individual child's needs with parents/guardians and develop an orientation program to assist them to settle into the program.
- encourage parents/guardians to:
  - stay with their child as long as required during the settling in period.
  - make contact with educators at the service, when required.
- discuss support services for children with parents/guardians, where required.

### **Access to the service**

- ensure that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation [157](#), Vic Regs [106](#)).

### **Orientation of families and children**

- develop approaches to assist new families to:
  - feel welcomed into and develop a sense of belonging to the service.
  - become familiar with service policies and procedures.
  - share information about their family beliefs, values, and culture.

- share their understanding of their child's strengths, interests, abilities and needs.
- discuss the values and expectations they hold in relation to their child's learning.

**Parents/guardians are responsible for:**

- completing the registration and enrolment forms prior to their child's commencement at the service and providing acceptable immunisation documentation of their child's immunisation status and proof of birth if required
- completing additional re-registrations annually if requested or required – this is particularly relevant to children accessing a second year of kindergarten.
- Providing photocopy of current health care card or pension card if the parent/guardian if required
- where a child is on an immunisation catch-up schedule or requires further immunisations after enrolment, ensuring that the child's immunisations are updated in line with the schedule and providing acceptable immunisation documentation to the service.
- ensuring that all other required information is provided to the service e.g., court orders, medical plans, and any relevant agreements.
- updating information by notifying and providing documentation to the service of any changes as they occur.

**CRES – Funding Requirements 2024**

Stage 1: Proactive engagement and awareness

- CRES providers register (and enrol as applicable) children eligible for Early Start Kindergarten (ESK) and include information to families about the availability of ESK as part of council's CRES policy and CRES communications.
- CRES providers accept registrations at any time throughout the year. This includes children that meet the Pre-Purchased Places (PPP) eligibility criteria being supported to register (and enrol as applicable) at a service that has been allocated PPPs in the current kindergarten year.
- CRES providers ensure children are registered (and enrolled as applicable) in line with Best Start, Best Life policies and ensure sufficient information is collected to do so.
- CRES providers communicate with families and carers using their preferred contact method.
- CRES providers promote the benefits of kindergarten and the registration process to families and carers to support kindergarten enrolment.

- CRES providers make families aware of all kindergarten services operating in the local government area by including a link to the Find a Kinder website in council and CRES communications.
- CRES providers communicate latest information to CRES partners each year to ensure they are well-equipped to support families and carers to register (and enrol as applicable) via the CRES.

#### Stage 2: Registration with CRES

- Councils publish a CRES policy document that is accessible for families and articulates and guides the scheme's delivery.

#### Stage 3: Allocation

- CRES providers apply the department's Priority of Access (PoA) criteria transparently and with integrity and collect an appropriate level of information to do so. This includes applying PoA to all registrations before applying locally agreed criteria.
- CRES providers communicate with kindergarten services that the departments. PoA criteria must be applied by all funded kindergarten providers when allocating enrolments

#### Stage 4: Confirmation and communication

- CRES providers advise the department via the local Early Childhood Improvement Branch (ECIB) in the event there are more children than available kindergarten places (e.g., as indicated by waitlist across the LGA).
- Where practical, CRES providers follow up if an offer of a kindergarten place to a child experiencing vulnerability or disadvantage is not accepted.
- CRES providers ensure second and subsequent rounds of allocations, including for late registrations, are conducted using the same process as the first round.
- CRES providers ensure consistent and transparent communication to families about the CRES process and their child's allocation of a place.

#### Stage 5: CRES planning, maintenance, and development in partnership with ECIB

- Councils provide the department (via the local ECIB) with CRES data to support the monitoring and evaluation of the policy, and supply and demand for local kindergarten places using agreed ECIB CRES council processes.
- CRES providers encourage non-CRES services in the area to participate in the CRES to support equitable access to kindergarten places.
- Councils ensure the inclusion of CRES as part of their corporate quality improvement process.

- Councils set up appropriate contract management arrangements, where they have chosen to include a third party in the CRES operating structure.

**Reference to linked Policy, Procedure or Guidelines**

[Authorisations, Acceptance and Refusal](#)

[Complaints and Grievances](#)

[Administration of First Aid - Incident, Injury, Trauma, Illness, and Infectious Disease](#)

[Fees](#)

[Governance Management Confidentiality of Records and Privacy](#)

## Excursions and Service Events

### Introduction

Recognising that excursions give educators and children access to new resources and learning experiences that cannot easily be provided within services/centres is an important facilitator for excursions and service events. It is important for the children to experience people, places, and things that they may not otherwise experience.

### Policy Statement

Corangamite Shire Family and Children's Services are committed to:

- providing opportunities through the educational program for children to explore and experience the wider environment and broader society.
- ensuring that all excursions and service events are accessible, affordable and contribute to children's learning and development.
- ensuring the health, safety, and wellbeing of children at all times, including during excursions and service events
- providing supervision of all children during excursions and service events
- promoting road safety education and safe active travel for children.

This policy will provide guidelines for Corangamite Shire Family and Children's Services to plan and conduct safe and appropriate excursions and service events.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Active Travel

Active travel includes walking, cycling, scootering or any similar transport where physical activity is used to travel.

#### Excursion

An outing organised by an education and care service.

#### Qualified staff member

A staff member who is a teaching staff member (minimum early childhood teaching degree or equivalent approved by the secretary of the department), or an approved two-year full-time or part-time equivalent post-secondary early childhood qualification or equivalent.

#### Routine outings

Regular excursions undertaken by educators and children, generally in the local community such as but not limited to library, shops, parks, activities, or nearby schools.

#### Service Event

A special activity, visitor or entertainment that may be conducted during session time at the centre or venue.

#### Supervision

In relation to this policy, refers to observing and relating to individual children and groups of children in ways that contribute to protecting children from hazards.

#### Educator/Staff member

In relation to a children's service, means a person aged eighteen years or more and who is employed, or has been appointed or engaged to be responsible, for the care or education of children at the service. All educators/staff are required to have a minimum Certificate III (or approved equivalent) in children's services and where possible first-aid, including anaphylaxis training.

#### References

*Education and Care Services National Regulations* [2011](#)

*Education and Care Services National Law Act* [2010](#)

*Victorian Children's Services Act* [1996](#)

*Victorian Children's Services Regulations* [2020](#)

*Child Wellbeing & Safety Act* [2005](#)

*Disabilities Discrimination Act* [1992](#)

#### Policy Detail - Procedure

##### Planning

- excursions and service events must be based on the educational program and meet the needs and interests of children and families at the service.
- there must be a clear Policy Statement and educational value to each excursion or service event, and this must be communicated to parents/guardians.
- where appropriate, take walking excursions in the local community to promote physical activity, safe active travel, and community connectedness.
- events that can be planned ahead of time should be included as an expenditure item in the service's budget and, as a result, will not incur additional charges.

- proposed excursions/service events must be accessible and inclusive of all children.
- Children and families should be involved in collaborative decision making for the identification of excursions and service events and their voice should be sought and included in the benefit risk assessment.

### **Benefit Risk Assessment**

- the benefit risk assessment must be submitted to the coordination team at least two weeks prior to the proposed excursion/service event for approval.
- the number of children attending an excursion must not exceed the number for which service approval has been granted on that day.
- the benefit risk assessment must identify and assess the risks, specify how these will be managed and/or minimised, include all details required by Regulation [101](#), Vic Regs [70](#), and the benefit of the excursion for the children
- assessment must include specific strategies to improve children's safety in high-risk situations such as excursions near water or near a road.
- strategies must be developed and documented in the risk assessment to provide an accurate attendance record for children attending an excursion, and for children remaining at the service while an excursion is happening.
- the benefit risk assessment should include an accurate list of all adults participating in an excursion, including parents/guardians, volunteers, and students, with contact details for each individual. If this is not included in the benefit risk assessment it must be provided to the coordination team, in writing, prior to the commencement of the excursion/service event.
- a benefit risk assessment must be developed and approved for an excursion (in accordance with Regulation [101](#), Vic Regs [70](#)) before authorisation is sought from parents/guardians (Regulation [100](#) Vic Regs [71](#))

### **After Coordination Team approval**

- ensure the benefit risk assessment and educational value of each excursion or service events is communicated to children, staff, parents/guardians.
- ensure that staff, volunteers, students, and others at the service are/have been provided with a copy of the Excursions and Service Events Policy and are able to comply with its requirements.
- ensure that all parents/guardians have completed, signed and dated their child's enrolment form (refer to [Enrolment and Orientation Policy](#)) including details of persons able to authorise an educator to take their child outside the service premises.

- ensure that parents/guardians or persons named in the enrolment record have received a copy of the benefit risk assessment and provided written authorisation for the Excursion/Service event.
- ensure that parents/guardians or persons named in the enrolment record have provided written authorisation within the past 12 months where the service is to take the child on routine outings (refer to Definitions), and that this authorisation is kept in the child's enrolment record.

### **Immediately prior to Excursion/Service event**

- ensure emergency contact details for each child and the contact details of their medical practitioner are taken on excursions for notification in the event of an incident, injury, trauma, or illness.
- ensure that each child's personal medication and current medical management plan is taken on excursions.
- ensure a well maintained portable first aid kit is taken on excursions.
- ensure a mobile phone is available to enable contact with parents/guardians and emergency services in the event of an incident, injury, trauma or illness (Regulation [98](#), Vic regs [67](#))
- ensure that there is an accurate list of all adults participating in an excursion, including parents/guardians, volunteers, and students, with contact details for each individual and that this information has been provided to the coordination team.
- ensure only educators who are working directly with children are included in educator-to-child ratios.
- ensure SunSmart practices are implemented.
- display a notice at the service indicating that children are on an excursion and include the location of the excursion and expected time of return to the service.

### **During the Excursion/Service Event**

- ensure that a child does not leave the service premises on an excursion unless prior written authorisation has been provided by the parent/guardian or person named in the child's enrolment record, and that the authorisation includes all details required under Regulation [102\(4\)](#) Vic Regs [71](#)
- ensure that children are supervised (refer to Definitions) at all times.
- ensure that educator-to-child ratios are maintained at all times, including during excursions and service events (Regulations [123](#), [355](#), [357](#), Vic Regs [89](#), [90](#))
- ensure that parents/guardians, volunteers, students, and all other adults participating in an excursion are supervised at all times and are not left with sole supervision of individual children or groups of children (refer to Participation of Volunteers and Students Policy)



- encourage parents/guardians to comply with the service's road safety education as part of the curriculum.

**Parents/guardians are responsible for:**

- reading and complying with the requirements of this Excursions and Service Events Policy
- completing and signing the authorised nominee section (check definitions in [Acceptance and Refusal of Authorisations](#)) of their child's enrolment form before their child commences at the service.
- reading the details of the excursion or service event provided by the service and asking for additional information if required.
- completing, signing, and dating authorisations for excursion/service events and routine /regular outing
- providing items required by their child for the excursion or service events e.g., snack/lunch, sunscreen, coat etc.
- understanding that, if they participate in an excursion or service events as a volunteer, they will be under the immediate direction and supervision of an educator or the Approved Provider at all times.
- if participating in an excursion or service events, informing an educator immediately if a child appears to be missing from the group.
- supervising and caring for siblings and other children in their care who are not enrolled in the program.
- complying with all service policies and procedures

**Reference to linked Policy, Procedure or Guidelines**

[Authorisations Acceptance and Refusal](#)

[Administration of First Aid, Incident, Injury, Trauma, Illness, and Infectious Disease](#)

[Code of Conduct](#)

[Dealing with Medication and Medical Conditions](#)

[Delivery and Collection of Children](#)

[Emergency Management](#)

[Enrolment and Orientation](#)

[Fees](#)

[Governance, Management Confidentiality of Records and Privacy](#)

[Interactions with Children](#)

[Nutrition and Oral Health](#)

[Participation of Volunteers and Students on Practicum Placement](#)

[Sun Protection](#)

[Water Safety](#)

# Organisational Policy



## Fees

### Introduction

Corangamite Shire Council is committed to:

- providing childcare sessions in accordance with the Legislative framework
- providing responsible financial management of the children's services, including establishing fees that will result in a financially viable service.
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts.
- minimising financial barriers for families wishing to access children's services.
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising service users about program funding, including government support and fees to be paid by parents/guardians.
- providing priority of access guidelines

### Policy Statement

This policy for:

- payment and collection of fees
- the equitable and non-discriminatory application of fees

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

### Absence

An occasion when a child is not physically present for a session of care that has been agreed to under a Complying Written Agreement.

Up to 42 absence days in a financial year will be eligible for subsidised care without the need to provide reasons for the absence.

### Approved care

Care given by a service provider that has been approved by the Family Assistance Office to receive Child Care Subsidy payments on behalf of eligible families. Most long day care, family day care, before-and-after school care, vacation care, some occasional care and some in-home care childcare

services are approved providers. Details are available through [Services Australia](#)

### Complying Written Agreement

An arrangement (and agreement between the childcare provider and an individual, to provide childcare in return for fees) that includes required information.

### Child Care Support

In the context of this policy this relates to Child Care Subsidy, Child Care Safety Net as forms of financial assistance, and Child Care Subsidy System – the system that supports the administration of financial assistance.

### Fees

A charge for an enrolled place within a program at an Early Years Service.

### Legislative framework

Key legislation of the family Assistance Law includes:

- A New Tax System (Family Assistance) Act [1999](#)
- A New Tax System (Family Assistance) (Administration) Act [1999](#)
- Family Assistance Legislation (Jobs for Families Child Care Package) Act [2017](#)
- Child Care Subsidy Minister's Rules [2017/2018](#)
- Child Care Subsidy Secretary's Rules [2017](#)

### References

Relevant legislation and standards include but are not limited to:

*Charter of Human Rights and Responsibilities* [2006](#) (Vic)

*Child Wellbeing and Safety Act* [2005](#) (Vic)

*Disability Discrimination Act* [1992](#) (Cth)

*Children's Services Regulations* [2009](#) 40(1)(f)

*Education and Care National Law Act* [2010](#) 168 (2)(n)

*Equal Opportunity Act* [1995](#) (Vic)

Child Care Provider Handbook – [Legislative framework](#)

National Quality Standard 2018, [Quality Area 7](#)

### Policy Detail - Procedure

When setting fees Corangamite Shire Council will consider:

- the financial viability of the service
- the level of Government funding provided for the program/service.
- the availability of other income sources, such as grants
- management of collection of fees

- reasonable expenditure in meeting agreed program quality and standards
- providing fee information to families at enrolment.
- [Council Fees and Charges Policy](#)

Parents/guardians will be notified within 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation [172\(2\)](#)).

Direct Debit and CentrePay are available to families using Corangamite Shire Council Children's Services.

### **Unpaid Fees**

Support will be offered to families whose accounts are overdue. Council are committed to seeking support for families experiencing financial hardship or when affordability is an issue.

#### **Additional Fees/Charges**

- Direct cost of bank charges will be applied for one off missed payments.
- Council will charge a cost recovery-based levy for recurring missed payments.

### **Kindergarten Services**

- Corangamite Shire Council has opted into the Victorian Government Free Kindergarten Program,
- All children enrolled in a funded kindergarten position at a participating service are eligible for Free Kinder from 2023.
- If a child attends more than one service that offers a funded kindergarten program (e.g., a sessional service for some days and a long day care service on other days), the family must nominate which service they will receive their funded kindergarten program and therefore their Free Kinder funding.
- Fees for accessing any non-funded position in a kindergarten program will be charged and calculated on the per capita basis of the kindergarten funding guidelines. i.e Per capita free kinder rate plus the rural per capita.

### **Child Care Subsidy Services – Family Fees and Payments**

- Booked sessions can be changed with 14 days' notice in writing or by agreement between the family and the service coordinator.
- Fees are set for each session and reviewed annually.
- Parents who may be referred from an external agency are still required to pay their fees for each session. Reimbursement may be sought from the relevant agency if this is applicable.
- Fees are payable fortnightly as invoiced by Corangamite Shire Council and are based on child attendance/cancellation notification per session.

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To be reviewed by July 2027

Responsibility: Manager Community Services  
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Page Number: 60

- Fees will be charged unless the required notification is received by the service.
- Childcare can be suspended if accounts are not paid by the due date and an agreed payment plan has not been able to be negotiated.
- Accounts that remain outstanding will be referred for debt collection without further notice, costs forwarded to families and care cancelled unless agreed payment arrangements are in place.

### **Family Responsibilities**

- Complete a Complying Written Agreement (CWA) for booked sessions of care.
- Commit to a payment of fees arrangement with Corangamite Shire Council; complete a Corangamite Shire direct debit form/Centrepay deduction form or commit to an agreed alternate payment method.
- Pay co-contribution of fees for all booked sessions including absent days, e.g., sick days, and family holidays.
- Paying accounts within 14 days after the end of the fortnightly processing period.
- Contacting the Finance Department or Family and Children's Services coordination unit staff to discuss payment options in cases of difficulty.
- Providing 14 days' notice for termination of booked sessions of care.

### **Staff Responsibilities**

- Complete attendance records in accordance with Delivery and Collection of Children Policy and Procedure, and Legislative framework, including records of child attendance and absence.

### **Corangamite Shire Council Responsibility**

- Comply with the Family Assistance Law
- Comply with the National Law and National Regulations, and all applicable Commonwealth and state or territory laws relating to the operation of a childcare service.
- Ensure the provider, any person with management or control of the provider, any person responsible for the day-to-day operation of the service are fit and proper persons to be involved in the administration of Child Care Subsidy and Additional Child Care Subsidy
- Ensure that background checks are conducted for particular personnel (e.g., administration) - including criminal history and working with children checks where applicable.
- Notify the appropriate department of changes relating to the service (referred to as 'Notifiable Events in the Family Assistance Law')
- Submitting weekly session reports for each child each week (if required) to Services Australia.

- Produce accounts in accordance with documented booked hours and signed attendance records.
- Issue invoices/statements and action direct debit advice.

### **Direct Debit Insufficient Funds**

- Account holder and coordinator will be notified.
- Account holder must make payment directly to Corangamite Shire within 7 days of due date.
- Care will be suspended if payment is not made within 7 days, or an agreed payment plan implemented.
- Any fees occurring due to insufficient funds will be added to the account.

### **Reference to linked Policy, Procedure or Guidelines**

[Complaints and Grievance](#)

[Delivery and Collection of Children](#)

[Enrolment and Orientation](#)

[Governance, Management, Confidentiality of Records and Privacy](#)

[Council's Fees and Charges](#)

## Governance, Management, Confidentiality of Records and Privacy

### Introduction

The Education and Care Services National Regulations [2011](#) and Victorian Children Services Regulations 2020 require that a number of records be kept at each individual Early Years' service. These include staff records, enrolment records for each child and service records.

Accurate record keeping assists in the management of the Early Years services, ensures the safety of children and provides a level of transparency and accountability for services, Regulatory Authorities, and families.

### Policy Statement

To ensure the effective management of the service and that the principles of confidentiality and privacy are applied in all required instances.

To ensure compliance with all regulatory and legislative requirements relating to record collection, use and retention.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

### References

[Corangamite Shire Information Privacy](#)  
[Corangamite Shire Records Management Policy](#)  
*Education and Care Services National Law Act* [2010](#)  
*Education and Care Services National Regulations* [2011](#)  
*Victorian Children's Services Act* [1996](#)  
*Victorian Children's Services Regulations* [2020](#)  
*Health Records Act* [2001](#)

### Policy Detail - Procedure

Appropriate governance arrangements will be in place to ensure the effective management of Council managed Early Years services.

The Early Years services will operate within and be informed by:

- Funding Agreements,
- *Education and Care Services National Regulations* [2011](#)
- *Education and Care Services National Law Act* [2010](#)
- *Victorian Children Services Regulations* [2020](#)
- The Service Philosophy
- [Early Childhood Code of Ethics](#)
- [National Quality Standards](#)
- [Early Years Learning Framework](#)
- [Victoria Early Years Learning and Development Framework](#).

Council's Family and Children's Services are committed to protecting each individual's right to privacy, and as such, will comply with Information Privacy Principles contained in the *Information Privacy Act* [2000](#) (Vic) and the *Health Records Act* [2001](#).

Staff and educators will ensure that no information in any form, or record is divulged or communicated directly or indirectly to any person other than:

- to the extent necessary for the care, education, or medical treatment of staff and/or children
- the parent/guardian or other persons who have lawful authority to access the child's information.
- if expressly authorised, permitted, or required to by any act or law.
- with the written consent of the child's parent/guardian

Staff and educators will ensure that all staff records, program records, enrolment records, attendance records, medication records, accident and illness records and any other records collected contain the legislated and regulatory information, are updated in a timely manner, reviewed on a regular basis, and disposed of appropriately.

Records must be findable, maintained, protected and useable for their entire retention period. Records cannot be disposed of other than in accordance with the *Public Records Act 1973* and cannot be disposed of without the knowledge of the Knowledge and Records Services Coordinator.

All Family and Children's Services staff and educators will ensure as far as practicable the retention of enrolment records and other documents that relate to the operation of the service. These documents will be retained on site while active and then transferred to Knowledge and Records Services team for final retention. Please see document retention schedule for more information.



All policies and procedures will be available and readily accessible at each Family and Children’s service.

Fourteen days’ notice shall be provided to families with children enrolled at the service before making any changes to a policy or procedure that will have:

- a significant impact on any enrolled child
- affect a family’s ability to use the service or
- affect the fees charged or the way fees are collected.

The following documents need to be maintained and available at the service venue for inspection at all times:

- Service philosophy
- Program and evaluation
- Individual child records

Observable links are required to be seen between:

- A child’s needs/skills and the individual record.
- The individual child and the written program
- The written program and the program in action
- The program implementation and evaluation

<i>Document type</i>	<i>Retention Period</i>
Child assessments	7 years after last attendance
Incident, injury, trauma, and illness record	Until child is 25 years of age
Medication record	7 years after last attendance
Child attendance	7 years after last attendance
Child enrolment	7 years after last attendance
Death or serious injury of a child whilst being educated and cared for at service	Permanent (Retain as state archives)
Accident involving a child whilst being educated and cared for at service where minor or no injury occurs	7 years after incident
Records of compliance	7 years after program delivery
Program planning	2 years after program delivery

Meeting minutes of parent group	Permanent (Retain as state archives)
AGM minutes of parent group	Permanent (Retain as state archives)
Summary record of enrolment	25 years after the child's initial placement

\*Please note that in some cases the time period that a document must be retained for is longer than which is prescribed under Educational Regulations and Law in accordance with *the Local Government Act*.

**Reference to linked Policy, Procedure or Guidelines**

[Corangamite Shire Information Privacy](#)

[Corangamite Shire Records Management Policy](#)

Heat Wave (Declared) and days of Extreme Heat

Refer to [Emergency Management](#)

[Child Safe environment policy](#)

# Organisational Policy

## Interactions with Children



### Introduction

The United Nations Convention on the Rights of the Child is founded on respect for the dignity and worth of each individual, regardless of race, colour, gender, language, religion, opinions, wealth, birth status or ability.

Child Safe Standards help organisations to provide a child safe culture. [Organizations in Victoria must comply with 11 Child Safe Standards<sup>1</sup>](#). They provide greater clarity and consistency. [We have a legal obligation to follow these standards to create a child-safe culture.](#)

Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously. When children feel respected and valued, they are much more likely to speak up about issues of safety and wellbeing.

Enabling and promoting the participation of children within a service has multiple benefits in addition to enhancing the safety of children, including demonstrating a commitment to upholding the rights of children, checking that what the service is doing is what children want and building the communication and leadership skills of children.

When children experience nurturing and respectful reciprocal relationships with educators, they develop an understanding of themselves as competent, capable, and respected. Relationships are the foundation for the construction of identity, and help shape children’s thinking about who they are, how they belong and what influences them ([Early Years Learning Framework](#), p. 20;

‘Constructive everyday interactions and shared learning opportunities form the basis of equitable, respectful, and reciprocal relationships between educators and children. Educators who are actively engaged in children’s learning and share decision-making with them, use their everyday interactions during play, routines, and ongoing projects to stimulate children’s thinking and to enrich their learning. These relationships provide a solid foundation from which to guide and support children as they develop the self-confidence and skills to manage their own behaviour, make decisions and relate positively and effectively to others.’ ([Guide to National Quality Framework](#))

### Policy Statement

Corangamite Shire Family and Children Services are committed to: inclusion, equity, curriculum, decision making, supervision, health and hygiene, children’s welfare, sustainable practice, and relationships with others.

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Adopted by CEO on: 15/07/2024

Department: Community Services  
To be reviewed by July 2027:

Responsibility: Manager Community Services  
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and will:

- promote the development of positive and respectful relationships and engagement with and between each child at Corangamite Shire Family and Children Services
- ensure each child attending services will be supported to learn and develop in a secure and empowering environment.
- contribute to, the physical health of children through encouraging increased physical and decreased sedentary activity.
- maintain the dignity and rights of children.
- promote fairness, respect, and equity.
- encourage children to express themselves and their opinions, and to undertake experiences that develop self-reliance and self-esteem.
- consider the health, safety, and wellbeing of each child, and providing a safe, secure, and welcoming environment in which they can develop and learn.
- maintain a duty of care (refer to Definitions) towards all children at the service.
- consider the diversity of individual children at the service, including family and cultural values, age, and the physical and intellectual development and abilities of each child.
- build collaborative relationships with families to enhance learning and development outcomes for children.
- encourage positive, respectful, and warm relationships between children, families, and educators/staff at the service.
- promote physical and online environments promoting safety and wellbeing while minimising the opportunity for children to be harmed.

## **Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

### **Active Play**

Covers a range of activities including climbing, throwing, jumping, running, lifting, pushing, and pulling, sweeping raking, digging, being active to music, movement, and games. Child-initiated active play is developed by the child through exploration of the environment, equipment, and games. Adult-guided active play encourages children's physical development through promoting movement skills in a non-competitive environment.

### **Behaviour guidance plan**

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A plan that documents approach to assist an educator in guiding a child with identified behavioural difficulties or challenging behaviours to self-manage their behaviour. The plan is developed in consultation with the Nominated Supervisor, educators, parents/guardians and families, and other professional support agencies as applicable.

### Challenging behaviour

Behaviour that:

- disrupts others or causes disputes between children, but which is part of normal social development.
- infringes on the rights of others.
- causes harm or risk to the child, other children, adults or living things.
- is destructive to the environment and/or equipment.
- inhibits the child's learning and relationship with others.
- is inappropriate relative to the child's developmental age and background.

### Inclusion Support Program

Funded by the Commonwealth Government to assists services to build their capacity and capability to include children with additional needs in mainstream services; providing them with an opportunity to learn and develop alongside their typically developing peers.

### KIS

Kindergarten Inclusion Support: Support for funded kindergarten services to enable greater inclusion of children with a disability, developmental delay, or complex medical needs.

### Mental health

In early childhood, a child's mental health is understood as a child's ability to 'experience, regulate and express emotions; form close and secure interpersonal relationships; and explore the environment and learn – all in the context of family, community, and cultural expectations for young children. Infant mental health is synonymous with healthy social and emotional development.

### Notifiable complaints

The Regulatory Authority is required to be notified of a complaint that alleges:

- a serious incident has occurred or is occurring while a child is being educated and cared for by a service.
- the National Law and/or National Regulations have been contravened.

Complaints of this nature must be reported by the Approved Provider to the Regulatory Authority within 24 hours of the complaint being made (Regulation

[176\(2\)\(b\)](#). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DoE for confirmation.

#### Preschool Field Officer (PSFO) Program

The role of the PSFO Program is to provide short term guidance and coaching to early childhood educators. This aims to improve the inclusion of children with additional needs in preschool.

#### Physical Activity and Movement

Includes active play and fundamental movement skills, sport, active transport, incidental exercise and reducing sedentary behaviour.

#### Screen-Based activity

Sedentary activities using screens such as television, electronic games, computers.

### References

[Australian 24-Hour Movement Guidelines for Early Years](#)

*Charter of Human Rights and Responsibilities Act 2006* (Vic)

*Children, Youth and Families Act 2005* (Vic)

*Child Wellbeing and Safety Act 2005* (Vic)

*Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015* (Vic)

•*Disability Discrimination Act 1992* (Cth)

*Education and Care Services National Law Act 2010*

*Education and Care Services National Regulations 2011*

[Victorian Children's Services Act 1996](#)

*Victorian Children's Services Regulations 2020* [Regulations 104, 105](#)

*Equal Opportunity Act 2010* (Vic)

[Guide to the National Quality Framework](#)

### Policy Detail - Procedure

Corangamite Shire Family and Children's Services have expectations regarding positive, respectful, and appropriate behaviour, and acceptable responses and interactions when working with children and families (refer to [Code of Conduct Policy](#)).

Educators and staff will use positive and respectful approaches to assist children to self-regulate their own behaviour, and to respond appropriately to conflict and the behaviour of others.

Collaborative relationships will be promoted between children/families and educators, staff, and other professionals, to improve the quality of children's education and care experiences.

The size and composition of groups will be considered to ensure all children are provided with the best opportunities for quality interactions and relationships with each other and with adults at the service (Regulation [156\(2\)](#)). Smaller group sizes are considered optimal.

Educational programs will be delivered in accordance with an approved learning framework, based on the developmental needs, interests and experiences of each child, and take into account the individual differences of each child.

Educators will develop and implement an educational program that contributes to the development of children having a strong sense of wellbeing and identity, and to be connected, confident, involved and effective learners and communicators (Regulation [73](#)).

The educational program will support education on the importance of, and encourage physically active play, provide a range of active play and movement experiences throughout the day, and ensure children are not sedentary or inactive for more than one hour at a time unless sleeping.

Educators and staff will role model being physically active and engage with children in active play and movement.

Partnerships will be established with relevant organisations and health professionals to support physical activity and movement practices and provide professional development and resources where appropriate.

Information will be provided to families and the wider community to encourage increased physical activity and reduce sedentary behaviour including making available information that promotes and encourages the use of local recreational venues and facilities.

Education and care will be provided to children in a way that:

- encourages children to express themselves and their opinions.
- allows children to undertake experiences that develop self-reliance, self-esteem, and self-regulation.
- maintains the dignity and the rights of each child at all times.
- offers positive guidance and encouragement towards acceptable behaviour.
- has regard to the cultural and family values, age, and the physical and intellectual development and abilities of each child being educated and cared for (Regulation [155](#))

Services will provide children with opportunities to interact and develop positive relationships with each other, and with the staff and volunteers at the service (Regulation [156\(1\)](#)).

Clear documentation will be recorded of the assessment and evaluation of each child's:

- developmental needs, interests, experiences, and program participation
- progress against the outcomes of the educational program (Regulation [74](#))
- especially where digital tools are used for documentation educators must gain consent from the child and respect the child's right to say no.

Educators/staff will be supported to access resources and gain appropriate training, knowledge, and skills for the implementation of this policy, including promoting and modelling a positive approach to social, emotional, and mental health and wellbeing.

The learning environment at the service will be safe, secure, and free from hazards for children and promote the active participation of every child while screen-based activities will not exceed the recommendations in the Australian 24-Hour Movement Guidelines for Early Years. Quiet and reflective spaces will be provided for children, educators, and families.

Behaviour guidance plans will be developed for a child if educators are concerned that the child's behaviour may put the child, other children, educators/staff and/or others at risk. Professional consultation will be sought if a suitable and mutually agreeable behaviour guidance plan cannot be developed.

Links with services and/or professionals and referral pathways will be continually developed and reviewed, and professional development will provide staff with understanding on when and how to make referrals to support children and their families.

Additional resources will be sourced, if required, to implement a behaviour guidance plan and educators/staff at the service will be provided with appropriate training to guide the actions and responses of a child/children with challenging behaviour.

The availability of extra assistance, financial support or training will be investigated, by contacting the regional Preschool Field Officer (refer to Definitions), specialist Early Childhood Education and Care Services officers from DoE or other agencies working with the child.



It is an offence to subject a child to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances (National Law: Section 166).

Children must be adequately supervised (refer to Definitions), and educator-to-child ratios must be maintained at all times.

Where the service has been notified of a court order prohibiting an adult from contacting an enrolled child, every effort will be made to ensure contact will not occur while the child is on the service premises.

Confidentiality will be maintained at all times (refer to [Governance Management Confidentiality of Records and Privacy Policy](#)).

**Reference to linked Policy, Procedure or Guidelines**

[Child Safe Environment](#)

[Code of Conduct](#)

[Complaints and Grievances](#)

[Governance, Management, Confidentiality of Records and Privacy](#)

[Child Safe Policy](#)

[Child Safe Guidelines](#)

# Organisational Policy

## Nutrition and Oral Health



### Introduction

Healthy eating and oral health have a major influence on children's health and wellbeing and a direct impact on their growth and development. It is important to provide access to and establish good healthy eating and oral health practices at a young age as most children have formed lifelong habits by school age.

Oral diseases can negatively affect individuals through pain, discomfort, general health, and quality of life. The main oral health condition experienced by children is tooth decay which affects over half of all Australian children and is preventable.

### Policy Statement

This policy will provide clear guidelines to:

- ensure that all children attending Council services have safe access to nutritionally appropriate food and beverages, and that oral health is promoted.
- promote healthy lifestyles by encouraging healthy food choices, drinking water and oral health.
- create a supportive culture for children, families, educators, and others to make healthy choices.
- acknowledge the important social and cultural role of food, and the wide range of attitudes to it.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Everyday food and drink

Is food sourced from the five core food groups: Vegetables and legumes; fruit; grains; Lean meat, fish, poultry, eggs, nuts, seeds, legumes, beans; Milk, yoghurt, cheese & alternatives. Water is the drink of choice.

#### Healthy eating

A term used to describe the eating patterns that provide all the recommended nutrients for good health, growth, and wellbeing now and in the future. Eating a wide variety of foods from the five core food groups each day. It also refers to preparing, serving, and eating in a way that considers the importance of food and eating as a social and cultural activity.

#### Nutrition

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## Getting an adequate amount of energy and nutrients in your overall diet

### Oral health

Includes the ability to speak, smile, smell, taste, touch, chew, swallow and convey a range of emotions through facial expressions with confidence and without pain, discomfort, and disease.

### Sometimes food and drink

Foods high in fat, sugar and salt or a combination of these. These typically have very little nutritional value and are often processed and packaged.

## References

[Dental Health Services Victoria](#)

Department of Education, [2020](#), *Victorian Early Years Learning and Development Framework*

Department of Health and Aged Care, [Australian Dietary Guidelines](#)

Children's Education & Care Quality Authority, [2018](#), *Guide to the National Quality Framework*

*Education and Care National Law Act* [2010](#)

*Education and Care National Regulations* 2011: Regulation [73](#), [77](#), [78](#), [79](#), [80](#), [97](#), [168 \(2\) \(a\) \(i\)](#)

*Victorian Children's Services Act* [1996](#)

*Victorian Children's Services Regulations* 2020, [Regulation 46](#), [47](#), [48](#), [49](#)

National Health and Medical Research Council, [Infant Feeding Guidelines](#), [Staying Healthy](#)

## Policy Detail - Procedure

Safe food practices will be implemented in relation to the storage and handling of food including: temperature control of perishable foods, safe heating and reheating practices, and protection from contamination, see [Staying Healthy](#) 3.5 pg 56-59.

Services providing food and beverages, including cooking experiences, must ensure the food or beverage is nutritious and adequate in quantity, takes the individual requirements of each child into account in accordance with Regulation [79](#).

Services providing food and beverages, including cooking experiences will ensure that a weekly menu is displayed in accordance with Regulation [80](#).

In addition, services providing food and beverages, including cooking experiences, to children must ensure regular educators have completed the ['Do Food Safely'](#) course.

Water will be reinforced as the preferred drink for children. Children must have access to safe drinking water (preferably tap) at all times. Only water and plain milk are provided or encouraged by the service. Water will be available at all times and children will be encouraged to drink it regularly.

Healthy food and drink options will be offered on a regular basis during care. Healthy food and drinks are promoted, consumption of 'discretionary/sometimes foods and drinks' are discouraged in the service.

It is recognised that individual children may require special consideration in food requirements due to food allergy and intolerance, specific cultural requirements, disabilities, and medical conditions. Educators will be inclusive and supportive in the application of special consideration.

A positive, relaxed, and social environment is promoted during mealtimes including encouraging children to be independent, providing adequate time to eat and for socialising amongst children and educators.

Educators, parents, volunteers, students, and visitors attending the service will role model healthy lifestyle choices in regard to nutrition, water consumption and oral health maintenance.

A culture of healthy eating and good oral health will be embedded within the children's programs.

Educators will reinforce foods choices in line with the Australian Dietary Guidelines as the preferred foods to be consumed whilst attending the services.

Education will be provided to families that will educate and encourage packing of healthy options in preference to commercial snack food such as muesli and fruit bars, chips, lollies, and sweetened drinks such as juices, cordials, flavoured milk, and soft drinks.

Cooking and food experiences provided in the service will focus on healthy food options.

Children are encouraged to taste a wide range of foods with different colours, textures, aromas, and tastes.

Any food which is provided within the service should be culturally appropriate, varied, and meet the children's developmental needs.

Education and support will be provided to families to overcome barriers to meeting healthy food recommendations for their child, so healthy food options are available in the home and at the service.

Educators will provide families with information on healthy eating and oral health for children at enrolment and through newsletters and notice board displays, social media, and activities during the year. This will include information on oral hygiene and how and where to access the local public dental service.

Services are breastfeeding friendly sites and will provide a comfortable space for mothers to feed their infants and a suitable space to store breastmilk.

Food and drink will not be used as an incentive, bribe, or punishment.

Oral hygiene practices are promoted and undertaken at the service when appropriate.

Educators will establish partnerships with local health professionals, services, and other organisations to support educators and staff to deliver and promote healthy eating and oral health initiatives.

Educators will be supported to implement healthy eating and oral health initiatives in services by provision of resources and opportunities for professional development.

Educators are supported to consume healthy food and drinks and maintain good oral health practices at work.

When food is provided to staff and educators for meetings, celebrations and events, healthy food options are included, and discretionary/sometimes options are discouraged.

Any sponsorship, advertising, fundraising, and events involving food and drinks will promote healthy food and drink options and discourage discretionary/sometimes options.

### **Reference to linked Policy, Procedure or Guidelines**

[Child Safe Environment](#)

[Interactions with Children](#)

[Water Safety](#)

### **Participation of Volunteers and Students on Practicum Placement**

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Please see Appendices for [Council Volunteers Policy](#)

Please see Appendices for [Work Experience Policy](#)

## Personal Electronic Devices

### Introduction

This policy is designed to prioritize the safety and well-being of children in our care while also addressing concerns related to data security and privacy. By adhering to these guidelines, we can create a secure and nurturing environment for all children and staff members.

### Policy Statement

To ensure the safety of children and the protection of electronic data within the educational and care environment.

### Definitions

#### Prohibited Personal Electronic Devices

Any electronic device capable of capturing and/or disseminating an image or video

#### Service Issued Device

Any device issued by the service

### References

Review of Child Safety Arrangements under the NQF Executive Summary [ACECQA](#)

### Policy Detail – Procedure

#### Restriction on Photography:

Only Service issued devices may be used when taking images or videos of children attending the service.

Personal phones and images and video smartwatches are strictly prohibited from being used to take photos of children within the educational and care setting. This is to maintain the privacy and security of the children and their families.

#### Communication Protocol:

Personal phones and smartwatches should not be used for communication while educators are engaged in face-to-face interactions with children. All communication during working hours should be conducted through approved channels or designated devices provided by the educational institution.

#### Supervision and Monitoring:

Educators are responsible for ensuring that prohibited personal electronic devices remain securely stored and out of reach of children during operational hours. Devices should only be accessed during designated breaks or emergencies.

Exception for Specific Occasions: In exceptional cases, where access to prohibited personal devices is necessary whilst working directly with children (e.g., for a specific personal reason), educators must seek permission from their direct supervisor on the day. This permission should be documented to maintain transparency and accountability. Document on hazard checklist in Kinderloop.

**Data Security Measures:**

Any electronic devices used within the educational and care setting must only be used in accordance with Council's IT policies

**Training and Awareness:**

All staff members should receive comprehensive training on the policy regarding personal electronic devices and their responsibilities in upholding these guidelines. Regular reminders and updates should be provided to ensure ongoing compliance.

**Reporting and Accountability:**

Any violations of the policy should be reported to the appropriate authorities or management immediately. Disciplinary actions will be taken against individuals found to be in breach of the policy, including potential termination of employment.

**Reference to linked Policy, Procedure or Guidelines**

[Electronic-Communications-Policy-IT-Adopted-Current.pdf](#)  
Personal-Audio-and-Video-Recording-Devices-Policy-IT (2)  
[Interactions with Children](#)



## Sleep and Relaxation

### Introduction

Children have different sleep, rest and relaxation needs. Children of the same age can have different sleep patterns, which nominated supervisors and educators need to consider within the service. As per Standard 2.1 (element 2.1.2) of the National Quality Standard, each child's comfort must be provided for and there must be appropriate opportunities to meet each child's sleep, rest and relaxation needs.

The Early Years Learning Framework (EYLF) and the Victorian Early Years Learning and Development Framework (VEYLDF) include a focus on social, emotional, spiritual, and physical wellbeing and health. Development Outcome 3 in both framework documents refers to a child's ability to take increasing responsibility for their own wellbeing. One of the indicators for this capacity is that children "recognise and communicate their bodily needs (for example thirst, hunger, rest, comfort, physical activity)". The EYLF suggests that to promote this, educators should:

- consider the pace of the day within the context of the community.
- provide a range of active and restful experiences throughout the day, and support children to make appropriate decisions regarding participation.

Employers have a responsibility under the Occupational Health and Safety Act to provide a safe and healthy working environment. This duty extends to others present in the workplace, including children and volunteers. Providing a safe environment for children at the service includes complying with current Australian/New Zealand standards in relation to equipment, such as cots and mattresses.

### Policy Statement

Corangamite Shire Family and Children's Services is committed to:

- providing a positive and nurturing environment for all children attending the service
- recognising that children have different requirements for relaxation and sleep, and being responsive to those needs to ensure that children feel safe and secure at the service.
- consulting with parents/guardians about their child's individual relaxation and sleep requirements/practices and ensuring practices at the service are responsive to the values and cultural beliefs of each family.
- its duty of care to all children at Corangamite Shire Family and Children's Services and ensuring that adequate supervision is maintained while children are sleeping, resting, or relaxing.
- complying with all legislative requirements, standards and current best practice and guidelines, including recommendations by [Red Nose](#).

## Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

### Bassinet

There is no definition of a bassinet under the National Quality Framework (NQF). The common design and characteristics of a bassinet may include, but are not limited to: Size- smaller than a regular cot, Shape- may be basket- like, oval or shaped like a regular cot, Structure- may have handles, foldable or fixed legs or casters or ability to glide/rock, Portability- easy to carry or move and may be attached on a frame or a pram specifically intended for infants under 4-6 months old (before they show signs of rolling) and may be a stand-alone item, or an accessory (for example as a fitting on a pram).

Many terms can be used to describe bassinets. This may include, but is not limited to: Moses' basket, co-sleeper, bassinette, cradle, bedside sleeper, carry cot, bassinet fitting (on a pram), portable bassinet.

## References

Relevant legislation and standards include but are not limited to:  
*Education and Care Services National Law Act 2010*; [S165](#), [S167](#)  
*Education and Care Services National Regulations 2011*; [R84](#), [R87](#), [R103](#),  
[R105](#), [R106](#), [R107](#).  
[Victorian Children's Services Act 1996](#)  
*Victorian Children's Services Regulations 2020*, [Regulation 50](#)  
National Quality Standard 2018, [Quality Area 2](#):  
*Occupational Health and Safety Act 2004*

## Policy Detail - Procedure

### Physical Environment and Equipment

Consideration of the physical environment to promote rest and relaxation ensuring there is appropriate room temperature, lighting, airflow, ventilation, and noise level.

Cots provided at the service must comply with the most current Australian/New Zealand Standards. Bassinets, including bassinets that are part of a pram, must not be used under any circumstances and must not be on the premises at any time that children are in care. Reg [84D](#)

Regular safety checks will be conducted of equipment used for sleeping/resting, such as cots and mattresses, ensuring that any hanging cords, mobiles, curtains, and blinds are inaccessible to children who are resting or sleeping.

Artificial heating, such as heat bags and hot-water bottles will not be used to provide warmth.

There must be an adequate linen supply to ensure that each child has individual bed linen, and procedures must be implemented to ensure hygienic cleaning and storage of cots, mattresses, and linen.

Children must be protected from hazards and harm (Act S167) by removing any hazards identified in the child's resting or sleeping environment and informing the Approved Provider or Persons with Management and Control as soon as is practicable if required.

### **Practices**

Reg 84C – A sleep and rest benefit/risk assessment must be completed by each individual service every 12 months and updated as changes occur. The assessment must include the matters set out below and how risks will be managed and minimised:

- the number, ages, and developmental stages of children at the education and care service, including, for a family day care service, at each residence and venue.
- the individual sleep and rest needs of children at the service (including specific health care needs, cultural preferences, and requests from families).
- the staffing arrangements required to adequately supervise and monitor all children during periods of sleep and rest.
- the level of knowledge and training of the staff supervising children during periods of sleep and rest
- the location of the sleep and rest areas, and the arrangement of the cots and beds within the areas
- the safety of cots, beds, and bedding equipment and whether it is appropriate for the ages and developmental stages of the children who will use them.
- any potential hazards in the sleep and rest areas, cots, beds, and bedding equipment
- any potential hazards on the child, such as clothing or jewellery
- physical safety and suitability of sleep and rest environments, including the temperature, lighting, and ventilation of the areas.
- for FDC residences and venues, overnight care and the potential for other children or people (e.g., residents of an FDC residence) to access children during periods of sleep and rest or access of the child to other parts of the FDC residence.

There must be adequate supervision of children at the service at all times, including during relaxation and sleep.

The educational program must provide opportunities for each child to sleep, rest or engage in appropriate quiet play activities, as required and providing a range of opportunities for relaxation throughout the day and ensure that resting and sleeping practices are not used as a behaviour guidance tactic.

Practices must be regularly reviewed to ensure compliance with the recommendations of [Red Nose](#) in relation to cultural and safe sleeping practices for children.

Educators must ensure compliance with [WorkSafe Victoria's Early Childhood Education and Care Services – occupational health and safety compliance kit](#) , including in relation to lifting children into and out of cots.

Educators will support children's agency with daily routines such as rest and sleep as opportunities for children to build on their skills to develop self-reliance and self-esteem.

Educators will document and communicate children's rest and sleep times to co-workers during shift changes.

### **Education, Information and Training**

Information and training are provided to ensure staff are kept informed of changing practices in relation to safe sleep practices for children.

Information is provided to families about the service's sleep policy and practices and evidence based safe sleeping practices.

An assessment will be made if there are exceptional circumstances for alternative practices where family beliefs or practices conflict with current recommended evidence-based guidelines for safe sleeping practices, including seeking written support from a professional and developing a benefit and risk management plan.

### **Children's Individual Needs**

Reasonable steps must be taken to ensure the sleep/rest needs of children at the service are met, with regard to the age of children, developmental stages, and individual needs.

### **Consultation and Communication with Parents**

Parents/guardians are consulted about appropriate relaxation and sleep practices for their child.

Communication informs parents/guardians about their child's rest and sleep patterns, including times and length of sleep at the service.

**Parents/guardians**

Should discuss their child's relaxation and sleep preferences prior to commencing at the service, and when these change.

Provide information on the child's enrolment form if the child requires special items while resting or sleeping e.g., a comforter or soft toy.

Must discuss and complete a Risk Minimisation and Communication Plan and provide supporting documentation if their baby/child is not to be placed on their back during sleep due to a diagnosed medical condition (refer to Medical Conditions and Administration of Medication).

**Reference to linked Policy, Procedure or Guidelines**

[Administration of First Aid Incident, Injury, Trauma, Illness, and Infectious Disease](#)

[Child Safe Environment](#)

[Interactions with Children](#)

### Introduction

Too much exposure to the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Infants and toddlers are particularly vulnerable to UV damage due to lower levels of melanin and a thinner stratum corneum (the outermost layer of skin). UV damage accumulated during childhood and adolescence is associated with an increased risk of skin cancer later in life.

### Policy Statement

This SunSmart - Sun Protection policy provides guidelines to:

- ensure all children, educators and staff are protected from over-exposure to UV radiation.
- ensure the design of the physical, including outdoor, environment considers UV exposure and provides for shade and considers the effect of reflective surfaces.
- ensure children are encouraged and supported to develop independent sun protection skills.
- support duty of care and regulatory requirements; and
- support appropriate OHS approaches to minimise UV risk and associated harms for educators, staff, and visitors.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

#### Sun protective hat

A hat should shade the face, neck, and ears such as a wide-brimmed or bucket hat (at least 5cm brim for young children) or legionnaire hat (make sure the front peak and back flap overlap at the sides). Caps and visors do not provide enough protection and should be swapped for a sun protective hat.

#### SunSmart Program

SunSmart's mission is to reduce skin cancer incidence, morbidity and mortality through a targeted prevention and early detection program.

#### UV index

The World Health Organization's Global Solar UV Index measures UV levels on a scale from 0 (Low) to 11+ (Extreme). Sun protection is recommended when UV levels are 3 (Moderate) or higher. The UV level is affected by a number of factors including

the time of day, time of year, cloud cover, altitude, how close you are to the equator, scattering and reflection.

## References

- Education and Care Services National Regulations [2011](#)  
Education and Care Services National Law Act [2010](#)  
[Victorian Children's Services Act 1996](#)  
[Victorian Children's Services Regulations 2020](#)  
The Occupational Health and Safety Act [2004](#)  
Child Wellbeing and Safety Act [2005](#) (Part 2: Principles for Children  
National Quality Standards [2018](#)
- [Belonging, Being and Becoming – The Early Years Learning Framework](#) (July 2009)
  - Victorian Early Years Learning and Development Framework (VEYLDF) ([May 2016](#))
  - Victorian School Building Authority Building Quality Standards Handbook (BQSH): Section 5.1.4 Shade Areas ([2018](#))
  - [Get Up & Grow: Healthy eating and physical activity for early childhood](#) (Section 2) 2009
  - Victorian Institute of Teaching (VIT) [The Victorian Teaching Profession Code of Conduct](#) - Principle 3.2
  - [Australian Professional Standards for Teachers \(APST\)](#) – Standard 4.4 and 7.2
  - ARPANSA [Radiation Protection Standard for Occupational Exposure to Ultraviolet Radiation](#) (2006)
  - Safe Work Australia: [Guidance Note – Sun protection for outdoor workers](#) (2016)
  - Australian Government Therapeutics Goods Administration (TGA) – Australian regulatory guidelines for sunscreens: [4. Labelling and advertising – directions for use of the product](#)
  - [AS/NZS 4685.0:2017](#), Playground equipment and surfacing - Development, installation, inspection, maintenance, and operation. *6.2.1 General considerations, 6.3.9 Shade and sun protection, Appendix A Shade, and sun protection.*

## Policy Detail - Procedure

Protection from over exposure to harmful UV will be an integral part of planning of outdoor environment. Reg [113](#)

This policy will be reinforced in positive ways through education about sun protection in hand outs, newsletters, meetings, and notice boards. Sun protection is to be incorporated into the learning and development program. The SunSmart – Sun

Protection policy is to be reinforced by educators and through children's activities and displays.

The sun protection measures listed are to be used for all outdoor activities during the daily local sun protection times. The sun protection times are a forecast from the Bureau of Meteorology for the time of day that UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types. In Victoria, UV levels regularly reach 3 or higher from mid-August to the end of April.

SPF30 (or higher) broad-spectrum, water-resistant sunscreen is to be supplied by the service and/or families or staff and families are to collaborate to minimise the risk of harmful UV exposure to their child/children. This can be achieved through the completion of a risk minimisation and communication plan.

Sunscreen is to be stored in a cool place, out of the sun and the expiry date is monitored.

All staff, including management and educators, monitor and review the effectiveness of the SunSmart - Sun Protection policy and revise the policy when required (at least once every three years) by completing a policy review and membership renewal with SunSmart at [sunsmart.com.au](https://sunsmart.com.au).

Each Early Years' Service will maintain their membership with the SunSmart Early Childhood program.

The SunSmart – Sun Protection policy is available to staff, families, and visitors.

### **Sun Protection Measures**

The time of day, availability of shade/UV protection and expected UV rating is to be considered when planning outdoor activities and outdoor excursions.

Staff are expected to monitor the daily local sun protection times. This information is available through a number of reputable resources.

When the UV is predicted to be 3 or above sunscreen is to be applied in accordance with the manufacturer's directions (apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating or swimming). To promote independent skills children will be encouraged to apply sunscreen under supervision of staff.

Families and children will be encouraged to wear a sun protective hat at all times when playing outside.



Families and children will be encouraged to provide and wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts are best. If a child is wearing clothing that exposes their shoulders, they will be asked to choose a t-shirt/ shirt to wear over the top before going outdoors.

Children not wearing hats, covering clothing or sunscreen will be encouraged and/or directed to play in an area protected from the UV radiation.

Children will be encouraged to use available areas of shade for outdoor play activity.

Staff will act as role models by wearing covering clothing and appropriate hats outside, using a SPF 30 or higher water-resistant sunscreen, and if practical sunglasses.

### **Infants**

SunSmart practices consider the special needs of infants. All babies under 12 months are kept out of direct sun when UV levels are 3 or higher. Physical protection such as shade, clothing and broad-brimmed hats are the best sun protection measures. If babies are kept out of the sun or well protected from UV radiation by clothing, hats, and shade, then sunscreen need only be used occasionally on very small areas of a baby's skin. The widespread use of sunscreen on babies under 6 months old is not recommended.

### **When enrolling their child, families are:**

- informed of the service's SunSmart – Sun protection policy.
- asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child unless these items are provided by the service.
- required to give permission for educators to apply sunscreen to their child; and
- encouraged to use SunSmart – Sun protection measures themselves when at the service.

### **Reference to linked Policy, Procedure or Guidelines**

[Child Safe Environment](#)

[Interactions with Children](#)

### **Tobacco, Alcohol, and other Drugs**

These are covered by organisational policies.

See [Alcohol-and-Drug-Use-Policy-HR.pdf](#)

[Smoke-Free-Workplace-Policy-HR.pdf](#)

# Organisational Policy

## Transportation and Safe Arrival of Children



### Introduction

To receive Child Care Subsidy and CCCFR grant funding, services are required to deliver quality childcare appropriate to the needs of their families and community. Requirements relating to quality, and work health and safety are set out in the Child Care Subsidy Minister's Rules, the CCCFR Grant Agreement and relevant State and Territory legislation and regulations.

Of particular relevance for transport arrangements, services must have arrangements in place to ensure adequate supervision and protection from harm and injury. The travel of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Services must also ensure there are policies and procedures in place for the safe arrival of children Policy Statement

### Policy Statement

Ensure there are procedures in place for the safe arrival of children who travel between an education and care service and any other education or early childhood service.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

**Motor vehicle** means a vehicle that uses, or is designed to use, volatile spirit, gas, oil, electricity, or any other power (not being human or animal power) as the principal means of propulsion but does not include a vehicle used on a railway or tramway.

**Active transport** means non-motorised transport such as walking or cycling.

**Transportation** (that is part of the education and care service)

Transportation forms part of an education and care service if the service remains responsible for children during the period of transportation. The responsibility for, and duty of care owed to children applies in scenarios where services are transporting children, or have arranged for the transportation of children, including between an education and care service premises and another location, for example their home, school, or a place of excursion.

Transportation (that is **not** part of the education and care service)

Examples of transport not forming part of a service include:

- private transport provided by families and carers (i.e., carers not engaged by/registered with a service)
- transport provided and/or arranged by an entity other than the approved provider, e.g., a school bus, and the children are not under the care of the approved provider
- transport where the approved provider is providing the transport service in a capacity other than as the approved provider, e.g. a government department that provides an education and care service, provides school education, and provides a school bus to school students, on which the children who attend the service also travel for practical reasons (such as in a remote or rural location), when a disability service picks up children and transports them to school or an activity

## References

Road Safety Act [1986](#)

Education and Care Services National Regulations 2011: Regulations [99](#), [100](#), [101](#), [102](#), [122](#), [123](#), [159](#), [160](#), [161](#), [168](#), [169](#), [170](#), [171](#), [172](#)

Motor Vehicle Standards Act [1989](#)

Road Safety Road Rules [2009](#) (Vic)

National Quality Standard [2018](#)

## Policy Detail – Procedure

Educators will consider and encourage incorporation of Active Transport wherever possible for service excursions.

At no times will services transport children in any motor vehicle before, during or after a session of care unless it is specifically authorised as part of an excursion.

Parents are responsible for the delivery and collection of children in accordance with the [delivery and collection of children](#).

Arrangements for children to travel via bus to kindergarten are not a part of the provision of education and care. Separate arrangements must be made with the organising school.

Where transport is accessed that is not directly a part of the education and care of the service, including the school bus, a parent or authorised nominee needs to provide written authorisation to allow children to leave the education and care premises.

Where children travel independently to service, including via a school bus, and a child is expected and does not arrive, the service must follow up appropriately.

**Safe arrival of children** traveling between an education and care service and any other education or early childhood service

Each service that facilitates the travel of children between the service and any other education or early childhood service must write a procedure detailing the process to be followed to ensure the safe arrival of children who travel between the education and care service and any other education or early childhood service (regulation [102AAB](#)).

This procedure will help ensure that the risk to children's safety, health and wellbeing is managed and minimised. The procedure must include names of staff members and children involved, communication processes for days when travel will not occur, processes for situations when regular staff are replaced by relief staff and have a benefit/risk assessment attached.

The benefit/risk assessment must be conducted at least once every 12 months, and as soon as practicable after becoming aware of any circumstance that may affect the safe arrival of children travelling between an education and care service and any other education or early childhood service.

The risk assessment must consider the following matters.

- the age, developmental stage, and individual needs of the child.
- the role and responsibilities of the following persons (if applicable)—
  - in the case of a child who leaves the service premises to travel to an education and care service premises of another education and care service, the nominated supervisor of each service.
  - the child's parent.
  - an authorised nominee named in the child's enrolment record.
  - a person authorised by— A. the child's parent; or B. an authorised nominee named in the child's enrolment record.
- the role and responsibilities of the service the care of which the child is entering or leaving.
- the communication arrangements between the service the child is leaving and the service the child is entering including any communication arrangements if the child is missing or cannot be accounted for during the child's travel.
- the procedure to be followed by the service if the service has identified that the child is missing or cannot be accounted for during the child's travel.
- given the risks posed by the child's travel, the number of educators or other responsible adults that are appropriate to provide supervision.
- the proposed route and destination, including any proximity to harm and hazards.
- the process for entering and exiting—
  - the service premises; and

- the pick-up location or destination (as required).
- the procedure to be followed by the service to ensure the child leaves the service premises in accordance with regulation [99\(4\)\(b\)](#).

Educators should check that the following regulations have been considered and addressed in their procedure and risk assessment. Education and Care Services National Regulations 2011: Regulations [99](#), [100](#), [101](#), [102](#), [122](#), [123](#), [159](#), [160](#), [161](#), [168](#), [169](#), [170](#), [171](#), [172](#)

Copies of these documents must be available at the service and be provided to the coordination unit for filing in the document retrieval system.

**Reference to linked Policy, Procedure or Guidelines**

[Delivery and Collection of Children](#)

# Organisational Policy

## Water Safety



CORANGAMITE  
SHIRE

### Introduction

Water safety relates to access to water in the building, the playground or on excursions, and to the availability of drinking water for children. The supervision and safety of children with and around water is of paramount importance.

Drowning is a leading cause of death for children in Victoria, with infants and toddlers the group most at risk. Non-fatal drowning incidents can result in permanent brain damage and disability. Knowledge of potential hazards associated with water will assist educators to provide a safe, stimulating environment for preschool children.

Drowning hazards include large bodies of water such as swimming pools, rivers, creeks, dams, and ponds. Smaller bodies of water, including nappy buckets, water containers, pet water bowls and poor drainage which allows water to collect can also present drowning hazards for young children. Children can drown in as little as a few centimetres of water.

Learning spaces and environments should offer an array of possibilities and connect children with natural materials. Water is one experience that offers children sensory-rich, open-ended experiences that engage children's curiosity and imagination. Children may encounter these resources in the service environment and/or when on excursions. These experiences, especially those conducted with and near water, will be adequately supervised ensuring the safety of children and adults.

It is imperative that educators provide adequate supervision of children in and around water and are alert to potential risks in the learning environment.

### Policy Statement

This policy will outline the procedures that apply to managing water safety, including drinking water and water-based activities.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section of this manual.

Approved first aid qualification.

A list of approved first aid qualifications, anaphylaxis management and emergency asthma management training is published on the ACECQA website.

## Hazard

A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

## Notifiable incident

An incident involving workplace health and safety that is required by law to be reported to WorkSafe Victoria. Notification is required for incidents that result in death or serious injury/illness, or dangerous occurrences. For a complete list of incidents that must be reported to [WorkSafe Victoria](#),

## Water hazard

(In relation to this policy) can lead to drowning or non-fatal drowning incidences. Drowning hazards include large bodies of water such as swimming pools, rivers, creeks, dams, and ponds. Smaller bodies of water, including nappy buckets, water containers, pet water bowls and poor drainage which allows water to collect can also present drowning hazards for young children.

## References

Relevant legislation and standards include but are not limited to:  
*Child Wellbeing and Safety Act 2005 (Vic)* (Part 2: Principles for Children)  
*Education and Care Services National Law Act 2010*, [Section 167](#)  
*Education and Care Services National Regulations 2011*, Regulations [101\(2\)](#),  
[168\(2\)\(a\)\(iii\)](#)  
[Victorian Children's Services Act 1996](#)  
*Victorian Children's Services Regulations 2020*  
National Quality Standard [2018](#),

## Policy Detail - Procedure

Corangamite Shire Family and Children's Services are committed to:

- providing opportunities for children to explore their natural environment including through water play.
- ensuring that the risks associated with drowning or non-fatal drowning experiences are minimised.
- ensuring that curriculum planning incorporates water safety awareness and education.
- providing information to educators, staff, parents/guardians, volunteers, and others at the service about water safety
- providing access to safe drinking water

Children must be able to access safe drinking water at all times.

Children must be adequately supervised (refer to Definitions) at all times when near water hazards.

Supervision approaches will be adjusted to suit the activities being undertaken.

Educator-to-child ratios are always maintained.

A benefit risk assessment in relation to any water hazards on or near the premises that may be accessible to children. This needs to be considered also in excursion benefit risk assessments where there is the possibility of water hazards or water-based activities.

Regular safety checks of the service premises must be conducted. Particular notice is to be paid to the outdoor learning environment at the beginning and end of each session for puddles or filled containers that could pose a potential risk to children after heavy rain.

Any water hazards that are not able to be adequately supervised at all times are to be isolated from children by a child-resistant barrier or fence (particularly large bodies of water including swimming pools, rivers, ponds etc.)

Serious incidents must be reported within 24 hours and notifiable incidents to WorkSafe Victoria

Water safety awareness will be embedded in the curriculum and current information to parents about water safety.

Gates and other barriers restricting access to water hazards are to be closed at all times and fences are kept clear at all times.

Containers of water not for children's use (including nappy buckets and cleaning buckets) are sealed with child-proof lids or are to be inaccessible.

Wading/paddling pools, water play containers and portable water courses are to be emptied immediately after each use and stored in a manner that prevents the collection of water when not in use.

### **Reference to linked Policy, Procedure or Guidelines**

[Administration of First Aid, Incident, Injury Trauma and Illness and Infectious Disease](#)

[Child Safe Environment](#)

[Emergency Management](#)



Excursions and Service Events

[Nutrition and Oral Health](#)

[Interactions with Children](#)

[Sun Protection](#)

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Adopted by CEO on:15/07/2024

Responsibility: Manager Community Services  
Document Number: 2774363

Department: Community Services  
To be reviewed by July 2027

Page Number: 97

# Organisational Policy

## Appendices



[Child Safe Policy](#)

[Complaints Handling Policy](#)

[Council Volunteers Policy](#) - Hyperlink not available to the public, please contact a council officer for a copy.

[Staff Code of Conduct](#) - Hyperlink not available to the public, please contact a council officer for a copy.

[Work Experience Policy](#) - Hyperlink not available to the public, please contact a council officer for a copy.

# Organisational Policy

## Family Day Care Specific Policies



CORANGAMITE  
SHIRE

The following policies are specific to Corangamite Shire Family Day Care Service and are additional to policies referred to Reg. 168. Refer to Reg [169](#)

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Department: Community Services  
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# Organisational Policy



CORANGAMITE  
SHIRE

## Assessment and Approval of Premises

### Introduction

Design of physical setting is an important consideration in supporting inclusive access for every child, promoting competence, exploration and play based learning in both built and natural environments. [National Quality Area QA3](#) refers specifically to the physical environment in which care is provided ensuring that the design is fit for purpose and kept safe, clean, and well maintained.

### Policy Statement

To ensure that premises are fit for purpose prior to being approved for provision of early childhood education and care and are suitably maintained.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children Services Policy Manual, Mandatory Policies Reg. 168](#).

**Safety Check:** Document used by educators and Family and Children's Services staff to assess safety of premises, access, egress, and environs in accordance with early childhood education and care regulations, service, and sector expectations.

**Premises:** House or venue used for the provision of early childhood education and care by Corangamite Shire Family Day Care.

### References

Education and Care Services National Regulations: [R116](#), [R169\(2\)a](#)

National Quality Framework: [Quality Area 3](#)

### Policy Detail - Procedure

- Prior to approval of premises a safety check will be conducted by Family and Children's Services staff.
- Venue's must be additionally approved through the Regulatory Authority ([QARD](#)) prior to care commencing.
- Educators will undertake to maintain premises in accordance with the approved safety check.
- Safety check approvals will be conducted annually, and unscheduled visits may also occur.

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**Reference to Linked Policy, Procedure or Guidelines**

- Family Day Care Annual Safety Check ECM1104351

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# Organisational Policy

## Educator Monitoring, Support and Supervision



### Policy Statement

To monitor provision of, and support the development and provision of high-quality early childhood education and care, support the development of collaborative professional relationships, and ensure compliance within the National Quality Framework,

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children Services Policy Manual, Mandatory Policies Reg. 168.](#)

### References

Education and Care Service National Regulations [R169\(2\)d](#)  
National Quality [Standard 4.2](#)

### Policy Detail - Procedure

Regular visits announced or unannounced will be carried out in the educator's home, or place of business (in venue) during excursions by the coordination unit.

Visits can take place anytime during the educator's working hours. Contact may be via telephone, e-mail or video calling and will allow the lines of communication to be kept open in between these visits. All contacts between the coordination unit and educators will be documented and linked to the educator register.

During the visits, the coordinator and educator may discuss and/or observe the following:

- the children at play,
- the educator's daily routines and programming
- review documentation, and discuss any concerns or issues that may have arisen
- activities and experiences provided by the Educator
- educator networking opportunities
- arrival and departure of children
- compliance with the Corangamite Shire compliance checklist
- health and safety matters
- supervision during certain activities e.g., transportation how the educator safely gets the children in and out of the vehicle and may attend the excursion

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- illness or injury – reporting and communicating these with families and the coordination unit
- record keeping requirements such as attendance record procedures
- ongoing training and support in relation to current industry trends e.g., National Quality Standards, Early Years Learning Framework.
- insurance and other administrative requirements such as upcoming compliance reminders
- compliance with policies, procedures, and regulations
- personal issues that may impact on care
- communication issues with any stakeholders
- reflective practice
- Compliance with Family Assistance Law

The coordinator will provide constructive feedback and support to the educator, offering suggestions for improvement and highlighting areas of strength.

A record of the visit and any outcomes or action plans developed will be documented and shared with the educator.

### **Matters impacting quality of care.**

If a matter impacting on the quality of care provided by an educator comes to the attention of a coordinator during a visit or at any other time, the matter will be discussed and documented, and an Improvement Plan will be completed. The Coordination team will work with the educator to implement improvement.

### **Matters impacting safety of children.**

If any matter impacts the safety of children, the coordination unit will immediately act to ensure children's safety. This may include the coordination unit staff taking responsibility for children's care until parents can be informed and collect children. The matter will be documented, reported according to regulation, and followed up as appropriate to the situation, regulations, and policy.

### **General Communication**

Educators are expected to participate in regular team meetings and to read and respond promptly to all electronic communications from the coordination team.

### **Annual Safety Inspections**

An annual Safety inspection will be completed of the educator's premises to ensure safety and compliance with regulations.

## **New Educators**

Following completion of the registration and induction procedure, visits to a new educator will occur frequently during their 3-month probation period to ensure a full understanding of the role and so the educator's ability to comply can be assessed. During these visits the Coordination unit staff will discuss and observe the following with an educator:

- compliance with regulatory requirements: the educator should be aware of the regulatory requirements and compliance requirements including attending any necessary training and maintaining required documentation.
- familiarity with the Policies and Procedures including understanding the rules around safety, hygiene, communication, and emergency procedures.
- Interactions with Children: the educator should be able to demonstrate a positive attitude towards children and ability to communicate effectively with them. They should also be able to manage children's behaviour and support their development.
- collaboration with the Coordination unit: The educator should demonstrate ability to work collaboratively with the Coordination unit and communicate effectively.

## **Reference to Linked Policy, Procedure or Guidelines**

[Register of Educators](#)



## **Educator Suitability, Fitness, Propriety and Medical Assessments**

### **Policy Statement**

To assist in safeguarding children against risks to their safety and wellbeing, processes will be implemented to assess the suitability of people involved in the education and care of children enrolled in the family day care service.

### **Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children Services Policy Manual, Mandatory Policies Reg. 168](#).

Placement students:

a student studying for a qualification in early childhood education and care or other relevant qualifications who has been authorised through the Family and Children's Services staff to attend a family day care premise for the purpose of study and placement.

Regular visitors:

any person over the age of 18 who is present during family day care operations more often than five days per month.

Medical Conditions:

the term 'medical conditions' covers any physical or mental condition such as pregnancy, acute, chronic, or long-term illness.

### **References**

Education and Care Services National Law Act 2010: [S12](#), [S13](#) [S109](#)

Education and Care Services National Regulations: [R163](#), [R169\(2\)e](#)

National Quality [Standard 7.1.5](#)

### **Policy Detail - Procedure**

Council staff will be diligent and rigorous in their processes to ensure candidates meet sector expectations for suitability, fitness, propriety, and ability to provide early childhood education and care under the [National Quality Framework](#).

All people within the scope of this policy require documented approval by the Family and Children's Services staff to be present while care is being provided.

### **Educator Recruitment Process**

- Prospective educators must submit a written application and attend a formal interview.
- Provide referees and agree to referee checks.
- If assessed as an appropriate candidate then provide a police check dated within the previous six months, evidence of a current Working with Children Check and assessment of physical, social, and emotional suitability to work within the position description.

### **Police and Working with Children checks.**

- All people over 18 years of age who intend to be present in an education and care premises on a regular basis or more often than five days per month; such as prospective Family Day Care educators, members of their household, educator assistants, volunteers, and placement students, prior to attendance must provide the Family and Children's Services with a [Police Check](#) that is current within 6 months and evidence of a current [Working With Children Check](#).
- Educators are responsible for notifying the Family and Children's Services within seven days of people joining their household or becoming 18 years of age whilst a member of their household. Educators must also provide proof that the person has applied for a Police Check and Working with Children Check.
- All people within the scope of this policy must continue to hold a current Working with Children Check and provide an updated police check every three years.
- Family and Children's Services staff must document an annual check of the Working with Children Check card for people within the scope of this policy.

### **Disclosable Outcomes**

- If a Police Check shows a disclosable outcome the Family and Children's Services staff will consider and provide written notification of their decision in relation to the disclosure.

### **Medical assessment**

- Prospective Family Day Care educators and educator assistants are required to provide a statement from a medical practitioner that indicates their suitability to provide early childhood education and care in relation to the job description.

- Educators and educator assistants are required to notify the Family and Children's Services team as soon as practicable of a medical condition that may affect their ability to provide early childhood education and care and on request provide a medical certificate to affirm their suitability to continue within their role.

# Organisational Policy

## Notifications to Family and Children Services



### Policy Statement

To ensure that notifications to the Family and Children Services team are made in a timely manner allowing the service to operate within the Education and Care Services National Law Act [2010](#) and Education and Care Services National Regulations [2011](#) by completing notifications to the relevant authority.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children Services Policy Manual, Mandatory Policies Reg. 168](#).

### Child Abuse

Child abuse is an act by parents or caregivers which endangers a child or young person's physical or emotional health or development.

Child abuse can be physical, sexual, emotional or neglect.

### References

- Education and Care Services National Law 2010 [S174](#)
- Education and Care Services National Regulations 2011 [R12](#), [R175](#), [R176](#)
- [National Quality Standards](#)
- [Reports to Child Protection](#)

### Policy Detail - Procedure

#### Serious Incident ([R12](#))

- Educators must inform the Family and Children's Services staff verbally as soon as practicable after a serious incident has occurred.
- Educators must complete and forward to the Family and Children's Services team as soon as practicable a copy of the completed incident, injury, trauma, and illness form (ECM2631961) followed by the original.
- The Family and Children's Services staff must lodge a Serious Incident Notification ([SI01](#))

Incidents that pose a risk to the health safety or wellbeing of a child

- Educators must inform the Family and Children's Services staff verbally as soon as possible after an incident has occurred or became known.

- Educators must complete and forward to the Family and Children's Services team within seven days a copy of the completed incident, injury, trauma, and illness form (ECM2631961) followed by the original.
- The Family and Children's Services staff must lodge a notification ([NL01](#))

Educator not working.

- If for any reason the educator is unable to work or will not be working Family and Children's Services staff must be notified as soon as possible.
- Holiday applications must be submitted via the Harmony Web application as soon as possible and not later than one month prior to holiday period being requested.

Changes and renovations to the safety checked environment.

- Educators must inform Family and Children's Services staff and provide benefit/risk assessment and harm minimization plans prior to commencing renovations, making structural changes, and introducing equipment that has not been safety checked by the Family and Children's Services staff.

# Organisational Policy



CORANGAMITE  
SHIRE

## Provision of Information, Assistance and Training to Educators Policy Statement

To ensure training and professional development is available to support the development of skills and knowledge. To provide a minimum standard for participation in ongoing training and ensure educators are supported and offered opportunities for professional discussion and networking.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children Services Policy Manual, Mandatory Policies Reg. 168.](#)

### References

Education and Care Services National Regulations [R118](#), [R169\(2\)g](#)  
National Quality Standards [4.2](#), [7.2](#)

### Policy Detail - Procedure

- An educational leader will be appointed in accordance with Regulation [118](#).
- Educators must complete service induction training prior to commencing care.
- Educators must attend a minimum of two approved professional development sessions annually in addition to maintaining currency in mandatory qualifications.
- Information will be distributed identifying professional development opportunities.
- The Family and Children's Services staff will ensure a variety of professional development opportunities are available and will encourage all Family and Children's practitioners to participate to support service integration.
- Meetings will be facilitated by the Family and Children's Services staff to provide a forum for educators to meet regularly, discuss concerns and opportunities and seek peer advice.
- Field visits by Family and Children's Services staff will enable individualised assistance and support to be offered to and sought by educators.

# Organisational Policy

## Recruitment of Educators and Educator Assistants



### Policy Statement

To ensure that a fair and equitable process, detailing requirements, and expectations supports the recruitment of educators and educator assistants ensuring they are committed to providing high quality early childhood education and care.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g., Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the Family and Children Services Policy Manual, Mandatory Policies Reg. 168.

### References

Education and Care Services National Regulations: [R119](#), [R169\(2\)b](#)  
National Quality Standard: [7.1](#)

### Policy Detail - Procedure

- Information detailing recruitment process will be provided to all applicants.
- Recruitment process includes:
  - written application
  - interview
  - reference checks
  - medical suitability
  - [Police](#) and [Working with Children checks](#)
  - assessment of suitability of household members
  - safety check of premises
  - [qualifications](#)
  - Public Liability insurance
  - induction
  - registration approval
  - Commitment to provide care for a minimum of three days weekly.
  - Commitment to participate in ongoing training and development.
- Appointment as an educator is dependent on successful completion of the recruitment process.
- Appointment as an educator assistant is dependent on successful completion of the recruitment process and compliance with Regulation [144\(3\)](#).

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Adopted by CEO on: 15/07/2024

Department: Community Services  
To be reviewed by July 2027:

Responsibility: Manager Community Services  
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# Organisational Policy



CORANGAMITE  
SHIRE

## Register of Family Day Care Educators Policy Statement

To ensure compliance with Regulation 153.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the Family and Children's Services Policy Manual Corangamite Shire 2019 Mandatory Policies Reg. 168.

### References

Education and Care Services National Regulations R153, R169(2)c

### Policy Detail - Procedure

A record detailing information as required will be kept for every educator in line with the requirements of Regulation 153. This information can be found in the Harmony 'Register of Educators' report. It is important that Educator information on Harmony is maintained accurately reflecting the current status of information at all times.

Evidence should be included to show that the educator is adequately monitored and supported by a family day care co-ordinator while the educator is providing education and care to children, including the following information—

- the dates and times of any visits by the co-ordinator to the family day care residence or family day care venue for the purpose of monitoring or support.
- the dates and times of any telephone calls between the co-ordinator and the educator for the purpose of monitoring or support.
- details of any correspondence or written materials provided to the educator by the co-ordinator for the purpose of monitoring or support and the dates and times the correspondence or materials were provided to the educator.

If there is no specific provision for this information in the Educator section of Harmony, then the information should be included under the 'notes' or 'doc's' section.

For the purposes of section 269(1)(b) of the Law, the register must include information in relation to each **family day care co-ordinator** employed or engaged by the service—

- the full name, address, and date of birth of the co-ordinator
- the contact details of the co-ordinator
- the date that the co-ordinator was employed or engaged by the service.

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Adopted by CEO on: 15/07/2024

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- the date that the co-ordinator ceased to be employed or engaged by the service (if applicable).
- evidence of any relevant qualifications held by the co-ordinator.
- if the co-ordinator will be providing education and care to children, evidence that the co-ordinator holds a current approved first aid qualification.

If the co-ordinator will be providing education and care to children, evidence that the co-ordinator has undertaken—

- current approved anaphylaxis management training and
- current approved emergency asthma management training
- evidence of any other training completed by the co-ordinator.
- the identifying number of the current working with children/Victorian Institute of Teaching check conducted under that law and the expiry date of that check,
- in relation to a check or registration referred to above the date that the check or registration was sighted by the approved provider or a nominated supervisor of the service.

Information held on the register in relation to a family day care educator, a family day care co-ordinator or a family day care educator assistant must be kept on the register until the end of 3 years after the date on which the family day care educator, the family day care co-ordinator or the family day care educator assistant ceased to be employed or engaged by or registered with the service.

# Organisational Policy

## Visitors to Family Day Care Premises



### Policy Statement

To ensure compliance with regulations, safety of children, monitoring of people within the Family Day Care environment and assist with emergency evacuation processes.

### Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms (e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc.) refer to the General Definitions section in the [Family and Children's Services Policy Manual, Mandatory Policies Reg. 168.](#)

Visitor: any person present at an approved family day care premises who is not recorded as a member of the educator's household.

This includes but is not limited to friends, relatives, colleagues, Family and Children's Services staff, professional support staff and trades people.

This also includes any visiting children present who are not signed in as attending family day care.

Regular Visitor: any person who visits a family day care service more than an average of five times monthly.

Corangamite Shire Family Day Care Coordinator: Family and Children's Services staff member engaged to monitor and support family day care educators who are part of the service.

### References

Education and Care Services National Regulations [R165](#), [R166](#), [R169\(2\)f](#)

### Policy Detail - Procedure

- Educators must ensure that details of all visitors during hours of care are recorded in accordance with regulations.
- Educators must not leave family day care children unsupervised with visitors, with the exception of a Corangamite Shire Family Day Care Coordinator or an appropriate Family and Children's Services staff member. Educators are responsible for the actions of visitors.
- Regular visitors must comply with the appropriate sections of the [Educator Suitability, Fitness, Propriety and Medical Assessments Policy](#)

**Human Rights Compliance**

It is considered that this policy does not impact negatively on any rights identified in the [Charter of Human Rights and Responsibilities Act 2006](#)

This policy will be reviewed in 2027, unless earlier as required by changes to Federal or State government legislation or regulations or changes to the circumstances governing Family Day Care in Corangamite Shire.

It is considered that this Policy does not adversely impact community members or employees of different genders and has been developed in accordance with the *Gender Equality Act 2020*.



.....  
**David Rae**  
**Chief Executive Officer**

**Date** ....15/07/2024.....